

United States Jobs Expertini®

Experienced Service Advisor - Gulf Coast Toyota

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Company: Gulf Coast Family of Dealerships

Location: Alvin

Category: other-general

Experienced Service Advisor - Gulf Coast Toyota

Our Service Advisors are the face of our service department. That means greeting every customer with a smile and using your customer driven personality to understand their repair needs while making them feel confident that these repair needs will be met. You'll also act as the liaison between the customer and our Service Technicians, ensuring you are keeping the customer up to date on repair times, estimates, and when the vehicle is ready for pick up.

Customer Service Experience is a must

Prior Service Advisor Experience is a plus

Experience with Reynolds & Renolds DMS is a plus

On a typical day, this will include:

Upselling additional services using low pressure, high integrity methods

Providing accurate repair/maintenance estimates

Adhering to policies on vehicle care and operation

Following up on each repair, keeping customers informed of progress, and notifying customers when vehicles are ready for pick up

Reviewing and explaining repairs and associated costs with customers

Handling minor customer concerns and complaints and keeping the Service Manager

informed of potential issues

Maintaining Customer Satisfaction Index (CSI) scores in accordance with dealership standards

The Rewards:

A competitive pay plan

A great working environment where you'll be supported by a team of professionals

Medical, Dental & Vision Insurance

401K Retirement Savings Plan

PTO

Discounts on vehicle purchases

Advancement opportunities for high performers

The requirements:

Outstanding customer service skills

A positive attitude

Previous experience in a similar role would be highly desirable

About our Company:

Gulf Coast Family of Dealerships located in Angleton, Texas is proud to be one of the premier Auto Parks in the Houston Metro area. From the moment you walk into one of our showrooms, you'll know our commitment to our employees is second to none. We strive to make your career with Gulf Coast a good one – until retirement. The Gulf Coast Family of Dealerships is looking for candidates whose work ethics incorporate a demonstrated commitment to excellence and a desire to be the best. Our company maintains a strong policy of equal employment opportunity for all associates. We hire, train, promote and compensate associates on the basis of personal and professional competence and potential for advancement without regard for race, color, religion, sex, national origin, age, marital status, disability or citizenship, as well as

other classifications protected by applicable federal, state or local laws.

If you're looking for a rewarding career using your outstanding customer service skills, apply today.

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