



Service Advisor

Position Summary

The Service Advisor of Don Brown Bus Sales, Inc. is responsible for the Service Departments continued best face to any and all DBBS customers who walk in and/or call DBBS this is to include all employees. DBBS will depend upon this person to establish quality production that will result in long term customer development. The Body shop technician is an exclusive employee / agent of Don Brown Bus Sales, Inc. – no exceptions or conflicts are permitted. The Employee Manual, the policies, and philosophy established by the President serves as the basis of relations with DBBS staff and its customer base.

What we expect..

- 1.1 Passionately protect the legal and financial welfare of the dealership. The Service Advisor shall be a person of integrity who meets all of the employment qualifications as outlined in Don Brown Bus Sales, Inc. Employee Manual.
- 1.2 Be the point of contact for all customers and salesmen for DBBS.
- 1.3 Seek ways to exceed the expectations of employees and customers.
- 1.4 Maintain production and Gross Profit Goals and Develop the service department of DBBS.
- 1.5 Open all RO's daily as necessary.
- 1.6 Return all emails and calls within 2 hours.
- 1.7 Assist Service Manager in maintaining the service scheduler.
- 1.8 Must be a "quick study" in the industry as it continues to change and develop.
- 1.9 Must be well versed NYS DOT regulations.
- 1.10 Must maintain a phone log of all customer contacts.
- 1.11 Expedite estimates within 2 hours.
- 1.12 Keep all RO stories as descriptive as possible to assist in customer satisfaction and warranty processing.
- 1.13 Maintain a team like atmosphere in accordance to the Dave Ramsey theory.
- 1.14 Process all sublets daily and turn in to AP by 3:30pm.
- 1.15 Invoice all work orders to maintain as close to real time as possible and turn in by 3:30 pm daily to Lee.
- 1.16 Maintain Promise dates on all RO's as accurately as possible.
- 1.17 Maintain a decision making process that is in the best interest of DBBS..
- 1.18 Keep Robert Briggs and Stephen Allen copied on emails to maintain a good line of communication.
- 1.19 Meeting invites on all scheduled appointments as to keep everyone informed of what is coming in and when.

Pay Plan

The Starting Pay Package will be based upon knowledge and performance, with lots of room to grow. Ideas, initiatives, and positive work ethics are imperative.

Position offers:

Health Insurance
401K with company contributions
Vacation - (No Vacation time during months of July, August and September. No Exceptions)
Positive working environment