

Empire Ford is Hiring in New Bedford for an Automotive Service Advisor

Empire ford is hiring for an Automotive Service Advisor/Writer. Join an awesome team!

Earn \$70,000.00 – \$100,000.00 per year

Job description

Empire Ford needs an Experienced Ford Certified Service Advisor who is an expert in the art and science of customer service. Must be able to greet guests, schedule appointments and act as a liaison between customers and service techs. If you can make customers feel welcome and confident that their needs are being met, then our dealership may be your next career home. Put your people skills to work for us and find out more now.

Please submit resume to David Pacheco, Service & Parts Director at dpacheco@buyempireautogroup.com

Three years of automotive service advisor experience is required, Ford experience preferred, but not necessary.

Job Responsibilities

Greet service department customers promptly and courteously—attitude is everything!

Listen to customers and clearly translate repair needs to techs

Up-sell additional services using low pressure, high integrity methods

Provide accurate repair/maintenance estimates

Adhere to policies on vehicle care and operation

Follow up on each repair and keep customers informed of

progress

Sell and manage extended warranties

Inspect repair quality and ensure all work is complete

Notify customers when vehicles are ready for pick up

Review and explain repairs and associated costs with customers

Handle minor customer concerns and complaints

Keep Service Manager informed of all problems and potential problems

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

Bilingual a plus

Compensation

\$5,000.00 sign on bonus to qualified candidates.

Compensation is based on experience and commensurate with Fortune 500 companies. We offer the highest compensation packages in New England.

Benefits include medical, vision and dental insurance, 401K retirement savings plan, PTO (Personal Time Off), company paid continuing education and training. ☐

Health insurance

Paid time off

Dental insurance

401(k)

Vision insurance

Life insurance

Referral program

Employee discount

☐

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.

Equal Opportunity Employer Drug-Free workplace

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