

**KERN COUNTY SUPERINTENDENT OF SCHOOLS**  
**REVISED/APPROVED OCTOBER 2020**  
**RANGE: 42.0**  
**CLASSIFIED**  
**CODE: 4**

## **SERVICE ADVISOR – VEHICLE MAINTENANCE**

### **DEFINITION**

Under the supervision of the Fleet Manager, the Service Advisor provides estimated costs of vehicle repairs and routine maintenance.

Through effective communication with customers, the Service Advisor will work with customers to document vehicle problems and schedule repair services.

Act as the point of contact for customers during the repair process, develop estimates, write work orders and invoices.

### **EXAMPLES OF DUTIES**

Greet customers upon arrival to shop;

ascertain reason for customer visit through verbal interview and visual assessment of vehicle;

perform pre-service and post-service inspection with customers and answer any questions they may have;

ability to effectively communicate with customers regarding services recommended and performed;

prepare service estimates, sell routine maintenance and repair services and conducts follow-ups regarding unsold services and customer inquires;

schedule appointments, answer phones, track maintenance and/or repair status;

ascertain vehicle problems and services by listening to customer's description of symptoms; clarifying description of problems;

prepare repair work orders by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering work orders into service database system, invoicing parts and inventory accounting;

maintain automotive records by recording problems and corrective actions;

prepare written correspondence for communications and verification of verbal information;

perform related duties and responsibilities as required or assigned.

### **QUALIFICATIONS**

*Knowledge of:*

Automotive industry and parts;

work order writing;

vehicle maintenance software;

read, analyze, and interpret general business reports;

excellent interpersonal communication skills;

demonstrate an extreme attention to detail.

Ability to:

explain complicated automotive concepts to visitors who may not be familiar with industry terminology;

write, present and respond to customers and staff members in a professional manner;

compute basic math equations;

communicate effectively with various individuals including mechanics, customers, and senior management.

Experience:

A minimum of one (1) year of experience working in a vehicle maintenance shop is required;

experience with school transportation industry preferred;

experience with vehicle maintenance software preferred.

Education:

High school diploma or equivalent.

Certification:

Possession of ASE (Automotive Service Consultant) certification preferred or the ability to obtain one within the first six months of employment.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP: rn

8/8/19

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