

Order Number:

NY1721940

Date Job Order Received:

10/01/2026

Number of Openings:

1

Company Name:

Empire Chrysler Dodge Jeep Ram

Job Title:

Automotive Service Advisor

Minimum Experience Required:

6 Months

Job Description:

Responsibilities: Inspect vehicles with customers when necessary to clarify service needs. Prepare repair orders and obtain customer or warranty authorization before work begins. Communicate recommended repairs, maintenance services, costs, and timelines clearly. Schedule service appointments and coordinate workflow with technicians. Monitor repair progress and keep customers informed of any changes or additional recommendations. Review completed repairs with customers and explain work performed. Process payments and ensure accurate invoicing. Maintain accurate customer and vehicle service records. Promote preventative maintenance services and manufacturer-recommended maintenance schedules. Work closely with technicians to ensure repairs are completed accurately and efficiently. Address customer questions, concerns, and complaints professionally to ensure satisfaction. Maintain knowledge of automotive systems, service procedures, and warranty policies. Ensure compliance with dealership or shop policies, safety standards, and industry regulations. Meet customer satisfaction, sales, and productivity goals. Qualifications: Minimum: 6 months of experience as an Automotive Service Advisor in a dealership or independent repair shop. Strong knowledge of automotive maintenance, repair services, and vehicle systems. Excellent customer service, communication, and relationship-building skills. Ability to explain technical information and repair recommendations in a clear, customer-friendly manner. Experience preparing repair orders, estimates, and invoices. Proficiency with dealership management systems (DMS) and service scheduling software. Ability to prioritize multiple tasks and work efficiently in a fast-paced environment. Strong organizational skills and attention to detail. Experience working with manufacturer warranty procedures is preferred.

Job Location:

Lowville, New York 13367

Pay:

\$45000.00 - \$75000.00 Yearly

Benefits:

Vacation, Retirement/Pension

Hours per Week:

Not specified.

Duration:

Full Time, Regular

Work Days:

Varies

Shift

Not specified.

Public Transportation:

Not specified.

Minimum Education Required:

Less Than High School

Driver Licenses, Including Endorsements:

Not specified.

How to Apply:

To apply, contact the employer by: Internet

Web-site:

https://www.indeed.com/viewjob?jk=5c80256f6c17cc70&from=shareddesktop_copy