

Meineke Marietta Center #2899

We Offer:

- COMPETATIVE PAY!
- Flexible Work Hours
- Medical Benefits
- Modern Diagnostic Tools
- Paid Training
- PAID VACATION & HOLIDAYS!

At ETF Ventures Inc., our mission is simple: to create an uncommonly great experience for customers in need of auto service and repair as a Meineke franchise. Meineke Inc. was founded in 1972 on the principles of providing high quality service at a fair price with a commitment to fix vehicles correctly, the first time. Our Marietta Center is equipped with the latest manufacture-level diagnostic equipment for domestic and foreign vehicles. Our technicians are trained to use iPad © based tools such as AutoVitals, MKey Cloud POS and Estimator tools to help keep a digital audit of each vehicle, service performed and recommendations. Our facility lobby is designed to be welcoming and comfortable for customers and staff. We enjoy providing the highest level of service while maintaining the Meineke principles! We're looking to find the team member who will provide this experience to our customers!

Job Description

- ✚ Job Title: **Automotive Service Advisor / Writer**
- ✚ Location: **3195 Austell Road, Marietta GA 30008**

Are you goal oriented?

- ✚ Do you enjoy a fast-paced, challenging work environment?
- ✚ Do you like helping people?
- ✚ If your answer is yes, then maybe a career with Meineke Car Care Center #2899 in Marietta is the right fit for you!
- ✚ Apply Now and take pride in where you work!

Position Summary

As an Automotive Service Advisor, you are the person that our customers look to when they need help with their vehicle. You are the person that our customers see every time they make an investment into their vehicle, because of these reasons you play a large role in building relationships with our customers. Service Advisors have the responsibility of taking our customer through the entire repair process, keeping them informed of the status of their vehicle and ensuring their satisfaction before they leave our facility.

Essential Duties And Responsibilities

- ✚ Greet every customer that enters our facility with hospitality and respect.

- ✦ Present the best solution to properly repair our customer's vehicle in a way that is easy for them to understand.
- ✦ Manage the store's workflow in an effective and efficient manner.
- ✦ Consistently and effectively sell our services without jeopardizing honesty and integrity.
- ✦ Maintain a positive attitude and team atmosphere at all times.
- ✦ Communicate on the phone in a clear, professional manner
- ✦ Build long-term relationships between the store, yourself and the customer.
- ✦ Directs, coordinates, and participates in performing customer service activities
- ✦ Assist other employees as needed.
- ✦ Service Advisors will always need to conduct themselves professionally. They need to represent the Meineke brand standards by delivering the highest quality customer experience. All applicants should highly value honesty and integrity.

Qualifications

- ✦ Certificates, Licenses, Registrations:
- ✦ Current driver's licenses.
- ✦ Driving record acceptable to our current insurance carrier.

Preferred Skills And Experience

- ✦ 3+ years of experience in aftermarket automotive repair preferred
- ✦ Proficiency in Windows based computer software and automotive store applications.
- ✦ Experience in automotive customer service and service sales
- ✦ ASE certification in service management or equivalent experience
- ✦ Supervisory or management experience
- ✦ High school diploma or GED
- ✦ Associates degree or undergraduate degree

Physical Requirements

The physical demands described here are representative of those that must be met by a Service Advisor to successfully perform the essential functions of this job. This list includes some physical requirements while performing the duties of this job:

- ✦ You will be on your feet for most of the workday (standing, walking, etc)
- ✦ Occasionally lifting and carrying objects over 50 lbs.
- ✦ Keeping a brisk work pace in a high-volume environment
- ✦ Using a keyboard and mouse several times daily
- ✦ Using a standard handset phone several times daily

Additional Information

All of your information will be kept confidential according to EEO guidelines. Meineke Car Care Center Marietta #2899 is an Equal Opportunity Employer. We are an "At-will" employment location. Full-time.