



**Conrad's Tire Service, Inc.  
Service Advisor - Job Description**

**SUMMARY**

Sells tires, automotive accessories, service repairs and preventative maintenance with the goal of ensuring customer satisfaction. Assesses customer needs for tires, services and other products, accurately and effectively responding to questions and resolving issues.

All employees are expected to demonstrate core behaviors that help us provide the level of service that customers expect:

<b>Key Competencies</b>	<b>Descriptors</b>
<b>1. Customer Focus</b>	Keeps the customer in mind at all times, proactively identifying and addressing concerns and needs. Seeks to provide quality service in order to build customer loyalty.
<b>2. Desire to Learn</b>	Actively seeks to build or acquire new knowledge in order to improve and develop skills.
<b>3. Interpersonal Effectiveness</b>	Actively listens and communicates respectfully and effectively. Presents information in an engaging and understandable manner.
<b>4. Detail Orientation</b>	Completes tasks accurately, thoroughly and with an eye toward quality, and in accordance with established processes and procedures.
<b>5. Reliability</b>	Assumes personal responsibility for all aspects of work: quality, timeliness and results; seeking to complete tasks with little oversight.

**ESSENTIAL JOB FUNCTIONS**

- Sells tires, automotive accessories, service repairs and preventative maintenance to satisfy customer's needs.
- Determines and addresses the customer's needs, problems, complaints, requests, questions, and deadlines, listening effectively to understand and communicate pertinent subject matter in a business-like manner to both customers and employees.
- Knows, understands, and performs general service duties, and learns and maintains current product knowledge on all tires, service and other product lines that are represented, as well as those of competitors, in order to effectively serve customers and to accurately respond to questions both over the phone and at the store.
- Verifies with the service department that the appropriate services have been completed.
- Prepares accurate estimates and billings for customers.
- Invoices customers using proper procedures for cash, charge, credit, employee, fleet and national accounts.
- Directs the service department in the diagnosing of the customer's needs through the appropriate products and services.
- Willingly provides superior customer service levels that exceed customer expectations while staying within company policies and guidelines.
- Builds a loyal customer base by establishing a trusting relationship founded on integrity and fairness. Demonstrates a sincere concern for customers.
- Presents a warm, friendly, knowledgeable and professional image to customers.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform and enjoy each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE**

- High school diploma; or six months to one year related experience and/or training; or equivalent combination of education and experience.

- Tire and Automotive, Sales and Customer Service, and Conrad's Total Car Care Branch Operations knowledge and skills.

### **LANGUAGE SKILLS**

Ability to read and interpret documents. Ability to write routine reports and correspondence.

### **MATHEMATICAL SKILLS and REASONING ABILITY**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to work standing for extended periods of time or all day. Frequently moves, lifts and sets up tire and product displays up to 50 lbs. Regularly bends and crouches to maneuver underneath the hood or undercarriage of a vehicle to point out problems/repairs to customers. Occasionally unloads deliveries up to 50 lbs. Occasionally puts parts/tires away on multi-level shelving up to 50 lbs. Pulls parts/tires up to 50 lbs. when necessary. Regularly required to use hands/fingers to operate a cash register, keyboard, or telephone. Regularly required to use hands/fingers to operate small hand tools necessary to performing the duties of the mechanic or technician role. Regularly speaks and listens on the phone and in person, to a customer and fellow employees. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and fumes or airborne particles. The employee is frequently exposed to toxic or caustic chemicals and outside weather conditions. The employee is occasionally exposed to vibration. The noised level in the work environment is usually loud.

- The employee regularly works extended hours and Saturdays.
- The employee is occasionally required to work Sundays and evenings.
- The employee regularly works an average of 50-55 hours per week, and frequently attends meetings after normal business hours.
- Travel between locations is often required.

### **MISCELLANEOUS**

- Acceptable driving record, in line with the stated Company Policy, and valid driver's license in the state in which they are employed with the Conrad Companies.
- The employee must comply with all aspects of Conrad's Drug Free Workplace Policy.
- A background check is required as a condition of employment.

*This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Conrad's. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.*