

# **Audi Service Consultant**

**Summary:** The Audi Service Consultant is customer focused and responsible for building strong customer relationships. Consultant will greet and consult customers on service needs, sell and up-sell services, update customers on vehicle status, field service calls, and take ownership of the customer experience. Other duties include scheduling appointments, relaying estimated repair costs, verifying insurance, conducting inspections, and test driving cars. The Service Consultant will ensure premium customer service results by working with customers to determine their vehicle issues and problems, determining the repair timeline, and working with technicians to convey the customers' concerns with accurate repair descriptions.

## **Essential duties and responsibilities**

- Greet and consult customers about service needs, providing excellent customer service by listening to customer and technician inquiries and requests, asking questions to ensure understanding of needs.
- Perform a thorough vehicle walk around inspection as part of the write-up.
- Consults with technicians regarding necessary repairs and possible alternatives to expensive repairs.
- Managing and overseeing the dealership's workflow and schedule.
- Contacting customers to advise them about service changes or car pick-up times.
- Maintaining positive customer relationships to ensure repeat business.
- Ensuring all details of services rendered are billed out and process payments.
- Coordinating with service technicians and parts department to ensure parts are available when needed.
- Prioritize required services, and be prepared to provide options upon request.
- Using your knowledge of our products and services to sell, or provide, in-depth information about available parts and service options to customers.
- Answering questions about service outcomes and scheduling and booking appointments, vehicle drop-off, and vehicle pick-up.
- Providing customers with information and advice on warranty protections, potential cost savings, and the advantages of trading in versus fixing their car.
- Managing and overseeing the service departments' workflow and schedule.
- Calling customers to advise them about service changes or car pick-up times.
- Utilizes Audi's continuous learning and certification programs to gain superior product knowledge and thorough understanding of vehicle components
- Maintaining positive customer relationships to ensure repeat business.
- Complies with dealership policies and procedures

## **Audi Service Consultant Personal Qualities:**

- A strong understanding of automotive technology and the automotive industry.
- Proficiency with industry-specific software.
- Excellent customer service, interpersonal, and communication skills.
- Strong organizational, decision making, and problem-solving skills.
- The ability to communicate with technicians, customers, and management.
- Energetic, and willing to go the extra mile for the customer every time.

- Know the product well enough to answer characteristic and operational questions regarding the customer's vehicle.
- Basic Computer and Internet Proficiency ***required***
- Professional Appearance.
- Persistent Problem Solver.
- Valid U.S. driver's license with a clean driving record

**Supervisory Responsibilities:**

This job has no direct supervisory responsibilities.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The duties and responsibilities listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with medical conditions to perform the essential functions.