

Confidence Auto Group is a growing dealership that prides itself on quality customer service at every level. We are seeking a passionate Service Advisor to join our family-owned business. The right candidate should be outgoing and positive and come to work daily, delivering quality service to our customers.

This position requires diagnosing vehicle needs, excellent communication skills, customer resolution, and other duties as assigned. Service Advisors report directly to the Service & Parts Director.

RESPONSIBILITIES:

- Providing Quality customer service to our customer base at all times.
- Continuously tracking the customer journey, their needs and opportunities
- Requires excellent verbal and written communication skills internally and externally
- Must be detail-oriented and able to document it in the company's computer system.
- Ability to access vehicle needs and recommend needed maintenance based on age, mileage, and history of the vehicle
- Listen to customers and prepare an accurate estimate for labor & parts
- Establish follow-up time
- Monitor the progress of each vehicle throughout the day and update customers frequently
- Verify that the final invoice reconciles with the work performed on the repair order

REQUIREMENTS:

- Proven record of achieving exceptional Customer Satisfaction
- Excellent written and verbal communication skills
- Previous experience as a Service Advisor, Assistant Lane Manager, or Service Consultant is a plus
- Must be willing to work weekends if need
- Personal and professional integrity

ABOUT US:

Confidence Auto Group is a family-owned business based in Beeville, Texas. Since our start in 2006 as a used car dealer, we have expanded to include five dealerships: Coastal Bend Ford, Coastal Bend CDJR, Aztec Ford, Uvalde Chevrolet, and Aztec Chevrolet. Our customers remain loyal due to our commitment to the community, our focus on customer satisfaction, and the trust we have built over the years.