

**EMPIRE AUTOHAUS, INC.
JOB DESCRIPTION**

Position Title: Office/Service Administrator

Approvals:

President: _____

Department: Service; Parts, Administration

Vice President: _____

Reports to: Alan and Karen Apel;
President & Vice President

Other: _____

Date: February 1, 2010

List the job titles that report to this position: None

Purpose of the Position:

This position exists to provide customer satisfaction; structure and organization of workload, communication between the technicians and the customer, and Business Manager/Owners. The position also is created to support any and all functions related to running a successful car service center, including parts support, customer communication, cleaning and janitorial duties and organization.

Principal / Essential Responsibilities

Duties relevant to customer satisfaction:

- Ability to prepare estimates and provide clear and concise communication and estimates before work is started on the customer's vehicle.
- Update estimates as the vehicle repair requirements change through additional work sold, complications or other. Any additional costs must be *provided to the customer for approval prior* to going ahead with the work. It should not occur that a customer inquires why the invoice is higher than originally stated after the repairs are completed (within 10% not counting tax).
- Meet customers, answer phones and initiate and complete repair orders with accurate and complete information.
- Handle customer concerns and complaints in a friendly and encouraging manner.
- Keeping front office, waiting area, kitchen and bathrooms cleaned, vacuumed and trash cans emptied.
- Filing customer's Repair Orders, writing thank you notes to all new customers.
- Filing vendor receipts.
- Organizing payment receipts together on one page and copying checks to attach with customer's Repair Order and making sure Business Manager receives checks to be processed.
- To support software organization and use for maximum customer tracking and support.

Other Duties:

- Ensure that he knows what is going on with each vehicle and customer, and maintain clear communication with each technician in order to provide accurate information to the customer
- Know what the workload is at any moment to ensure efficiency and proper work flow.
- Work with the ownership of EAH to provide a positive work environment.
- Provide assistance in parts sourcing, pricing, and stocking of inventory.
- Pick up parts when needed and/or pick up or drop off customers.
- Promoting a healthy and safe work environment.

Related Responsibilities: (List responsibilities that are not essential, but may be required)
Performs other related duties as required.

QUALIFICATIONS

Education: Bachelors degree in a professional field, or equivalent education and/or experience

Experience: Professional experience in a customer service, Automotive, or a related field.

Necessary Skills, Behaviors, Certifications, etc.:

- Ability to use Office management software and spreadsheets.
- Highly motivated individual dedicated to problem resolution
- Timeliness, punctuality and responsibility
- Ability to handle multiple projects and deadlines in a fast-paced environment
- Professional interpersonal skills
- Proficient language, communications and organizational skills
- Willingness to perform all tasks required or requested by the management

Preferred Skills, behaviors:

- Ability to be creative and develop solutions to unforeseen challenges quickly
- Typing competency and communication skills both verbal and written
- Experienced / skilled in use of conventional PC programs such as Excel, Word, PowerPoint and Quickbooks
- Ability to work overtime when needed

I understand the responsibilities listed above and I am able to complete them with no additional exceptions made or with additional exceptions such as _____
to be in agreement with National Disability Act.

Employee Signature

Date

Empire Autohaus Representative

Date