



Sales Advisor: Role Requirements & Responsibilities

Responsible for client relations through sales while maintaining the vision of Clafin Auto. *“Clafin Auto exists to bring our Passion for People and Cars together through Authentic Relationships and Quality Automotive Repair.”*

Full Time: Monday – Friday

Day to Day Operations

- Be available and ready to receive clients and ensure the show room is set-up and presentable before the store is open for the day.
- Maintain client schedule ensuring appointments are reviewed prior to their arrival and any possible conflicts or issues are communicated with manager and the technicians.
- Maintain technician schedule ensuring technicians are given the proper amount of time to complete repairs as to provide excellence to our clients.
- Provide support to and keep open communication with technicians to keep the day moving and on track.
- Maintain correct filing of paperwork from your sales and assist with additional paperwork as needed.

Customer Service

- Maintain a fun, professional atmosphere where both staff and clients feel welcomed and cared for.
- Greet clients in person or over the phone, returning any missed calls promptly.
- Work hard to ensure every client experience a great one.
- Ensure that clients understand all their options for the maintenance/repair of their vehicles that are being recommended or requested.

Inspections

- Perform full advisor inspection on all vehicles.
- Review Technician Inspection findings with technician.
- Present inspection findings to clients ensuring they understand all their options for items recommended and why it is being recommended.

Center Upkeep

- Keep workspace, front reception area, waiting room, and restrooms clean and free of clutter.
- Assist with shop maintenance, stocking, and overall appearance as needed.

Additional Duties

- Follow all center policies and procedures.
- Pursue additional training opportunities on a regular basis as agreed/recommended by management.
- Follow up on other items that may be asked of you from time to time.