



Auburn Auto Doctors
Pay Rate: \$12-\$15/hr D.O.E.
Location: Auburn
Job Title: Customer Care Coordinator

General Job Responsibilities and Duties:

- The customer care coordinator's main focus is to provide a fantastic experience to all of our customer from start to finish. Secondly, the focus of the customer care coordinator will be to support the service advisor in their daily job duties.
- Answers incoming phone calls and schedule appointments as needed. Ability to effectively manage and schedule appointments according to company policy and standards
- Greet customer in a timely fashion when they enter the facility. Be cheerful and set the expectations for their visit with us. Make sure all new customers fill out a new customer form. If possibly, bring Wayne to the front to meet all new potential clients at drop off
- Actively cleans and organizes as needed the lobby, work areas, and customer areas. Includes stocking of beverage fridge and coffee / tea supplies
- Monitor and maintain a consistent level of high customer service to ensure repeat business and customer loyalty
- Be able to prepare an initial work order with the customer ensuring consistent compliant in line with current Bureau of Automotive Repair (BAR) standards
- Cash out customer and close out the work order. Must be able to take all forms of payment and properly document in the POS system. Also, while closing RO with customer, take time to schedule a future visit for service
- Call customer to confirm appointment the day before. Perform follow up calls after service to check on customer experience and also to schedule appointments that were not made during vehicle pickup.
- Be a team player and drive our desired culture in all aspects of employee and customer relations
- Maintains a neat and professional appearance at all times; follow company standards set for in employee handbook regarding grooming standards
- Ensures consistent compliance with all federal, state, local, and company safety standards
- Complete any individual development training programs made available and have a desire to always learn and better your abilities
- Clear and timely communication of all pertinent information preferably through digital message for recording purposes or verbal if necessary, with management, staff, and customers to ensure comprehension.

- Builds and maintains professional relationships with employees, vendors, and suppliers. Communicates clearly and effectively with the entire team to ensure customer satisfaction
- Inventory Control: on a weekly basis, inventory all stocking items and order necessary items to ensure no outages
- Responsible for posting daily and weekly goals and current status to help drive individual and shop goals for production.
- Follows companies' cash handling and discounting policies. Must be competent in cash drawer handling including credit cards to minimize any over/short situations
- Protects all company financial assets through use of consistent and sound judgement and decision making skills in all aspects of business operations.
- Follows all company policies regarding estimating and invoicing practices

Professional Skills, Job Knowledge, and Experience Required:

- The ability to create a future service plan and build repeat business
- Excellent written, oral, and email communication skills
- Exceptional customer service and customer relations skills are essential
- Ability to provide appropriate technical communication to customers
- Ability to practice fairness and diplomacy as well as the ability to problem solve is a must
- Must have attention to detail
- Ability to work and thrive in a professional environment
- Physical dexterity skills are required
- Valid driver's license is required and ability to drive a manual transmission is preferred
- High School Diploma or equivalent preferred
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to speak clearly and effectively with customers and employees
- Ability to perform simple math calculations
- Ability to type and spell check for grammar errors

Apply: Please send resume to wtrimble@auburnautodoctors.com