



LOCATION: Hurst Harbor Marina – Lake Travis – Austin TX

POSITION: Service Advisor

REPORTS TO: Service Manager

CLASSIFICATION: Full Time

SCHEDULE: Tuesday to Sat - 8 am to 5 pm

JOB SUMMARY:

The main skill sets of the Service Advisor are the ability to communicate well, multi-task and sell additional needed services. The Service Advisor must interact on a daily basis with marina management, co-workers, other marina staff, marina slip holders, marina guests, general boating public. The Service Advisor must be approachable and at all times maintain the highest level of professionalism and customer service. He / She must present a professional appearance and positive attitude when dealing with all internal and external individuals. It is important that he / she "leads by example"

BENEFITS:

Full time, Paid Vacation, Medical, Dental, Vision, dealer training and more.

ORGANIZATIONAL STATUS:

Hurst Harbor provides dockage and related recreational options to the boating public. The Service Advisor reports directly to the Service Manager, but works on daily basis with the technicians.

SPECIFIC ROLES & RESPONSIBILITIES:

The Service Advisor is responsible for all or part(s) of the following duties

- Scheduling service work appropriately.
- Keeping track of job status/progress.
- Communicating proactively with customers.
- Returning phone calls and e-mails promptly.
- Assigning tickets to technicians.
- Creating and updating work orders with proper documentation.
- Performing walkarounds with service customers.
- Suggesting additional service and parts.
- Explaining work to the customers.
- Ensuring the parts are available for the jobs prior to dispatch.
- Ensuring the work is approved.
- Tracking open work orders on a tangible system (route sheet, board, etc.)
- Setting call-back times with customers.
- Follow up with techs on progress.
- Follow up with customers on progress.
- Communication with Sales.
- Knowledge of available hours in shop.
- Pre-selling additional work proactively.



- Performing work order audits to quality check all lines addressed, pricing accurate, parts and sublets billed, etc.
- 'Pre-deliver' closed work orders over the phone and answer all questions.
- Add needed future work to a 'rainy day list' so we have a resource during the slow season and can target marketing.
- Follow up with customers on future work.
- Developing loyalty through FFV (Fixed First Visit).
- Create loyalty out of conflicts.
- Always act in a courteous and professional manner.
- Parts/Inventory: Properly tag all warranty parts, maintain dealership equipment to ensure good working order. Ability to estimate budget for parts needed and know what is in inventory.

Safety: Be vigilant regarding safety related issues and report any unsafe conditions equipment to management immediately. Follow all established procedures and guidelines to ensure a safe environment for all employees, customers and outside vendors. Wear / use proper PPE equipment. Ensure all hazardous materials are handled in a safe and secure manner in accordance with all federal and state laws. Report any spills of hazardous materials immediately to proper governing authorities and as appropriate to supervisor. Review emergency protocols. Follow the marina's compliance with OSHA safety and environmental regulations and reports. Actively participate in all safety training programs and ensure you are properly trained to use all equipment while performing duties of the job.

Housekeeping: Keep your work area clean and neat at all times. Keep all tools, including dealership equipment clean and stored properly after each use. Should any tools need to be repaired, inform the Service/Parts Manager. Conserve shop supplies as appropriate.

Computer: Must be able to use basic computer software programs such as email, Microsoft Office, etc.

Communication: Excellent communications skills. This includes both oral and written.

Qualifications and Requirements: The Service Advisor must be a "self-starter" and be able to work independently without excessive amounts of direct supervision. A high school diploma and a minimum of 2 years work experience in a marina and a retail sales environment are required. College degree or related education is highly desirable. Considerable knowledge and practical experience in a marina environment; including basic boat handling, marina safety, fuel handling, federal and local marine environmental laws / regulations, marina equipment and material usage is a must. A working knowledge and a comfort level when dealing with numbers. Good interpersonal skills, the ability to communicate effectively and interact with people of all ages is necessary. A willingness to learn, coupled with the proven ability to coordinate and motivate others towards accomplishment of common goals is a must. The individual must possess a valid driver's license.



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Special Considerations: This is a “hands-on” position requiring moderate amounts of physical effort. The individual must have the ability to plan, organize, mentor, train, direct and evaluate the work of unskilled or semi-skilled seasonal full and part-time personnel in the marina environment. The demands of this position require that the individual has the ability to establish and maintain effective working relationships with co-workers and internal / external customers. The ability to analyze situations, use good judgment, take decisive and effective action, react quickly, calmly and effectively in emergencies and under stressful situations is a must. The individual must be able to work while standing on his / her feet, be able to bend and stoop, lift objects up to 50 lbs, use various moving devices for heavier loads and perform duties both inside and outside while moving between hot and cool working environments. The ability to swim at a level to ensure personal safety is a requirement. Due to the seasonal and cyclical nature of the business, Service Advisor must be available to work weekends, holidays, and some evenings if needed.



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