



Automotive Service Advisor

Apply now to join the Metro Motor family and take your automotive career to the next level!

Join our dynamic and thriving team! Our highly reputable auto repair shops, conveniently located across **DC, Maryland, and Virginia**, are on the lookout for a talented and driven Automotive Service Advisor to help us continue delivering top-notch service as we grow!

At Metro Motor, we believe in investing in our **Automotive Service Advisor**. We offer more than just an exceptional compensation plan—we ensure our team enjoys a healthy work-life balance, access to state-of-the-art equipment, and unmatched opportunities for career growth. Here, your dedication drives success, and your future moves full speed ahead.

WHY JOIN OUR TEAM?

- Top-Tier Compensation Plans w/ Bi-Weekly or Weekly Pay
- Guaranteed Starting Minimum Base Hourly/Salary
- Paid Vacation/PTO + Paid Holidays
- State-Of-The-Art Equipment, Scan Tools, & Facility
- Very Clean, Well-Ventilated, & Spacious Shop Area
- Unmatched Career Growth & Advancement Opportunities
- Always Busy! Steady Workflow Throughout The Year
- Family-First Culture & Flexible Work Schedules
- Positive & Friendly Work Environment
- Company-Paid Drinks, Lunches, etc
- 2+ Bays Per Technician

RESPONSIBILITIES:

As a **Service Advisor**, you will play a key role in supporting the Service Manager by enhancing the driver experience, writing accurate estimates, and ensuring seamless shop operations. Your role will involve direct customer interaction, clear communication of repair needs, and maintaining an efficient, organized, and customer-focused service environment.

Key Responsibilities:

- **Driver Experience & Customer Service:** Build strong relationships with drivers by clearly explaining repair needs, presenting transparent estimates, and ensuring a seamless service experience. Act as a trusted point of contact to enhance driver satisfaction and retention.
- **Estimate Preparation & Sales Support:** Accurately assess vehicle repair needs, write detailed estimates, and communicate recommended services with clarity and transparency. Support the Service Manager in achieving sales goals by effectively presenting necessary repairs.
- **Operational Support & Workflow Coordination:** Assist the Service Manager in coordinating daily workflow, prioritizing repair jobs, and allocating resources to maintain efficiency, minimize delays, and optimize shop productivity.
- **Documentation & Compliance:** Maintain clear, detailed records of repair estimates, approvals, and customer communications to ensure accuracy, consistency, and compliance with shop policies.



QUALIFICATIONS:

- Valid driver's license with a clean driving record.
- Exceptional analytical, problem-solving, and multitasking skills.
- Self-motivated with an enthusiastic attitude and a collaborative team spirit.
- Outstanding customer service abilities, coupled with excellent time management and communication skills.
- Consistent and stable work history, demonstrating reliability and professionalism.
- Highly organized, efficient, and focused on achieving results.
- Full-time availability, including weekends.
- Reliable transportation is required.

JOB DETAILS:

Job Type: Full-time

Pay: \$50,000 - \$80,000 Yearly Salary (based on experience)

Benefits:

- Employee assistance program
- Employee discount
- Flexible schedule
- Flexible spending account
- Paid time off
- Parental leave
- Professional development assistance
- Referral program

Location/ Schedule:

- **In Person:** Monday to Friday 8am-6pm
- Saturdays 8am-2pm
- No Sundays

Apply now to join a shop where you can truly maximize your income, further develop your skillset, and enjoy your career!