

## **BODY SHOP ADVISOR**

### **JOB DESCRIPTION**

### **KEY PURPOSE**

Body Shop Advisor is the most important interface at workshops between customer and dealership. In his role he has to understand customer's need for vehicle attention as per his verbatim and translate that into a note on the repair order in a manner which communicates the right customer feedback to the shop floor for perfect diagnosis and repairs.

### **DUTIES AND RESPONSIBILITIES**

- Greet and welcome customers.
- Listen to customer concerns and note it down in the RO.
- Provide cost and time estimate for the RO by using DMS.
- Keep customer informed about progress of work or change in schedule if any.
- . Pass the RO to Body shop Supervisor explaining him the nature of job to be done.
- Invoice explanation, parts replaced explanation.
- Help customer to make payments for services.
- Washing quality check through washing check sheet.
- . Taking vehicle inventory
- Help in vehicle pick up when customer comes to take delivery
- Claim intimation to insurance company.
- . Insurance Claim Documentation.
- Fare estimate preparation.

**I hereby understood the above mentioned duties and responsibilities and will follow the same.**

**Name :**

**Signature :**