



## **Service Department Receptionist \* Robert Green Auto & Truck Dealership Monticello, NY**

**Overview:** Robert Green Auto & Truck Dealership is seeking Service Department Receptionist in Monticello, NY.

The Service Department Receptionist will be responsible for:

Answer phone calls promptly

Greet arriving service customers and assist in connecting with a service advisor

Assist advisors with follow up calls to customers with updates and to arrange vehicle pick up.

Contact customers within 48 hours of repair completion to make sure that there are no follow up questions or issues

Advise customers of surveys and follow up calls for completed surveys.

Assist customers on phone or in person with making appointments, checking recalls, maintenance items schedules and advising customer what is recommended to be done.

Submit warranty paperwork to correct company

Review appointments for the next week to review maintenance items with the customers and verify that needed parts are available

Correspondence for loaner car inventory

Reminder calls for upcoming appointments

Other job duties may be assigned depending on the needs of the business

### **Skills required to perform the job.**

Communication

Customer Service

Organizational

Time Management

Computer Skills

Willing to train motivated candidate.

**Shift, Salary, and Benefits:** This is a full-time position, Monday - Friday, from 7:45 AM to 5:45 PM and Saturday from 7:45 AM to 12:45 PM. \$16.00- \$17.00 hourly Depending on experience and skills, Benefits include Health Insurance, Paid Vacation, Paid Sick, Holiday Pay and 401K/Retirement.

**To apply** send resume by email to [rjg@robert-green.com](mailto:rjg@robert-green.com) or in person at Robert Green Auto & Truck Dealership, 236 Bridgeville Rd, Monticello, NY 12701