

Job Match Survey

Service Consultant Assessment Program

Dear Participant,

This survey is being used to determine the key work activities and skills required to effectively perform the Service Consultant position in your organization. **The information you provide will be used for research purposes only and will remain confidential.** Information on this survey will be reported to Employment Technologies Corporation, a human resources firm. The survey will not be retained in any personnel file and should not be confused with any official personnel documents.

The survey will take approximately 5 to 10 minutes to complete. Once you have completed the survey, please return it to your administrator.

Thank you for your participation.

Please check the box below that best describes your job:

- Service Consultant
- Supervisor of a Service Consultant
- Other (please specify) _____



Instructions: Please read each statement below. Check the box that best describes how essential the activity is to overall job performance in the Service Consultant position.

<u>Work Activity</u>	<u>Essential</u>	<u>Somewhat Essential</u>	<u>Not Essential</u>
1. Listens as customers describe the problems with their vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Discusses with customers why they do or do not want certain services performed (e.g., repairs are too costly, customers request unnecessary repairs, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Asks customers follow-up questions to obtain more information regarding problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Obtains basic vehicle information needed for completing work orders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Telephones customers to let them know the status of their vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Establishes the method of payment for service work with customers (e.g., customer pay, warranty, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Responds to customer questions regarding when service can be provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Explains the appointment/scheduling system to customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Verifies with customers over the telephone what they have agreed to have done on their vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Suggests additional maintenance services to customers when appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Acknowledges customers who are waiting to be helped.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Greets customers at the beginning of conversations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Explains extend of repairs needed and costs to customers so that they can decide whether or not to have the work completed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Explains the work done on vehicles to customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Provides customers with estimated prices for service that they have requested for their vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Explains the benefits of particular services to customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Shows customers what is written on their work orders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Responds to customers' questions regarding warranty coverage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Quotes customers prices on routine jobs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



<u>Work Activity</u>	<u>Essential</u>	<u>Somewhat Essential</u>	<u>Not Essential</u>
20. Explains warranty and service/insurance policies to customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Computes total cost for parts and labor and calls customers with estimated costs for repairs before servicing their vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Explains to customers that there is a charge for checking out vehicle problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Responds to customers complaining about poor service or time to complete repairs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Decides how to deal with customers whose vehicles cannot be serviced immediately (e.g., waiting on parts, service schedule is full, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Decides how to deal with complaining and/or irate customers (e.g., to refer them to the Shop Foreman or Service Manager or to deal with problem themselves).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Discusses the status of repairs with technicians.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Answers questions from technicians regarding the service indicated for various vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Decides what problems to discuss with the Service Manager.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Speaks to technicians to obtain information on what vehicle repairs are needed on vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Discusses particular problems with the Service Manager to get resolution (e.g., questionable warranty work, unusual repairs, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Writes repair orders to let the technicians know what the problems are.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Tracks the status of vehicles in order to answer customer questions about completion time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Checks with the Parts Department to determine the cost and availability of parts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Uses information regarding parts availability to determine when a vehicle can be accepted for servicing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Reads customers' service and/or insurance policies to determine covered work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Maintains knowledge of company service policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Confirms customer service request by inspecting the vehicle to determine that a problem does indeed exist (e.g., listens to noise).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Maintains good working relationships with other departments in the dealerships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Instructions: Please read the definition for each skill listed below. Check the box that best describes how essential the skill is to overall job performance in the Service Consultant position.

<u>Skill</u>	<u>Essential</u>	<u>Somewhat Essential</u>	<u>Not Essential</u>
Customer Relations: To effectively handle customers, to deal with scheduling issues and customer concerns, and to ensure customer satisfaction with the Service Department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warranty Administration: To properly interpret and administer warranty policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Documentation: To prepare work orders legibly and concisely, to accurately document vehicle problems, and to avoid recording irrelevant information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please check the box that best describes the percentage of the Service Consultant job covered by the skills listed above.

- 0 to 20%
- 21 to 40%
- 41 to 60%
- 61 to 80%
- 81 to 100%