

**Hillside Auto Repair in Torrance, Calif. is looking for experienced Automotive Service Advisors!**

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Automotive Customer Service Advisor – Automotive Service & Repair Advisor – Automotive Customer Service Expert

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**Hillside Auto Repair, The Hybrid Shop**  
**24467 Hawthorne Blvd**  
**Torrance, CA 90505**

Industry competitive compensation

Located off Hawthorne Blvd., just south of Pacific Coast Highway - easily visible & accessible location.

About us: Recognized as one of the Top 25 Independent Repair Shops in the U.S., we have been in business for over 30 years. We love delivering excellent service and sharing our car knowledge with our customers. We specialize in general auto repair, preventative maintenance and hybrid vehicle maintenance repair and battery reconditioning.

**NOW HIRING!!**

Hillside Auto Repair has an immediate opening for a qualified Service Advisor/Customer Service Expert.

Responsibilities include, but are not limited to:

- Provide exceptional customer experience
- Answering customer inquiries
- Setting, confirming and preparing for appointments with customers
- Greeting customers in a timely and friendly manner
- Determining vehicle needs based on customer information, history, manufacturer's recommendations and vehicle inspection
- Review customer's concerns and needs regarding their vehicle(s)
- Producing complete and accurate repair orders for customers and technicians
- Follow-up with customers on the status of their vehicle

- Follow-up with customers to ensure 100% satisfaction
- Achieve targeted sales goals
- Achieve targeted Customer Satisfaction scores
- Follow all Bureau Automotive Repair (BAR) regulations
- Increase revenue per car/average repair order
- Increase the range of services purchased
- Process vehicles thoroughly and efficiently
- Increase customer compliments
- Decrease customer complaints
- Increase frequency of customer visits

Qualified applicants will:

- Have outstanding interpersonal skills and communication
- Have excellent discipline and drive
- Possess the ability to thrive in a fast-paced environment
- Possess organization and follow-up skills
- Have a valid Driver's License
- Have a clean driving record.
- Be available to work on Saturdays

Requirements:

1. Must have a valid California Driver License
2. Background check

Experience:

- Automotive service: 2 years minimum

Education:

- High school diploma

Why Hillside Auto Repair?

- Immediate full-time position
- Hourly + bonus opportunities
- Great benefits including medical, dental, life, vision insurance + 401k eligibility after one year of employment.
- Team oriented, pleasant working environment

TO APPLY:

**PLEASE SEND RESUME TO**

Kevin Reed, Director of Business Development

Email: [kreed@gmoc.com](mailto:kreed@gmoc.com)

Job Type: Full-time

License:

- Valid Driver's License