



Service Advisor – Body Shop

Join a Growing Team with Unlimited Opportunity

Advantage Fleet is a rapidly growing heavy-duty truck repair, fleet maintenance, towing, upfitting, specialty vehicle, and collision repair company serving customers throughout Michigan. As our business continues to expand, we are looking to add a motivated and customer-focused **Service Advisor** to our Fleet Body Works team.

The Service Advisor serves as the primary connection between our customers, technicians, parts personnel, and management throughout the repair process. This position is responsible for documenting customer needs, preparing estimates, coordinating repairs, maintaining communication, and helping ensure every job moves efficiently from arrival through final delivery.

If you are organized, communicate well, enjoy working with customers, and can manage multiple repair projects in a fast-paced environment, we want to hear from you.

What You'll Do

Customer Service and Communication

- Serve as the primary point of contact for customers throughout the repair process
- Greet customers professionally and gather accurate information regarding vehicle damage, concerns, and requested repairs
- Maintain consistent communication with customers regarding repair status, timelines, delays, additional findings, and completion dates
- Review estimates, repair recommendations, and additional work with customers
- Obtain customer authorization when additional repairs or costs are identified
- Notify customers when repairs are complete and vehicles are ready for pickup
- Respond to customer questions and concerns professionally and promptly
- Assist with resolving customer complaints while protecting the interests of both the customer and Advantage Fleet
- Build and maintain long-term relationships with customers, fleet managers, insurance representatives, and vendors

Estimating and Repair Order Management

- Prepare detailed estimates for body, paint, collision, and related repair work
- Create accurate repair orders based on customer concerns and approved work
- Review repair requirements with technicians and management
- Ensure labor operations, parts, materials, sublet services, and additional charges are properly documented
- Update repair orders throughout the repair process as additional work is identified
- Review completed repair orders for accuracy before invoicing



- Ensure all work performed is properly captured and billed
- Assist with processing completed repair orders and customer invoices
- Maintain organized documentation for each repair project

Scheduling and Workflow Coordination

- Schedule customer vehicles for body shop repairs
- Coordinate vehicle arrival dates based on workload, technician availability, parts availability, and repair requirements
- Prioritize repair orders based on urgency, customer commitments, parts availability, and department workflow
- Work closely with the Service Manager and technicians to keep repairs progressing efficiently
- Monitor active repair orders and identify jobs that may be delayed or require additional attention
- Coordinate repair schedules with parts deliveries and vendor services
- Communicate anticipated delays to customers and management as soon as they are identified
- Help maintain an organized production schedule throughout the department

Parts and Vendor Coordination

- Identify and order parts required for scheduled and active repairs
- Verify parts availability before major repairs are scheduled when appropriate
- Coordinate parts deliveries with repair timelines
- Communicate with vendors regarding pricing, availability, backorders, and delivery expectations
- Ensure parts are properly assigned to the correct repair order
- Work with technicians and parts personnel to identify additional components required during repairs
- Help prevent delays caused by missing, incorrect, or damaged parts

Quality and Documentation

- Review technician notes and repair documentation for completeness
- Ensure customer concerns and approved repairs are clearly documented
- Confirm additional repairs are authorized before work proceeds when required
- Help ensure completed jobs meet customer expectations before final delivery
- Verify invoices accurately reflect labor, parts, materials, and services performed
- Maintain accurate customer, vehicle, and repair information within company software
- Follow established company procedures for estimating, authorization, documentation, invoicing, and customer communication

What We're Looking For

- Must be 18 years of age or older



- High school diploma or GED equivalent
- Previous experience in service advising, collision repair, automotive repair, heavy-duty truck repair, estimating, or a related field preferred
- Strong customer service and communication skills
- Excellent verbal and written communication abilities
- Professional demeanor when working with customers, technicians, vendors, and management
- Strong organizational and time management skills
- Ability to manage multiple repair orders and priorities simultaneously
- Strong attention to detail and commitment to accuracy
- Basic mathematics competency
- Proficiency with computers and willingness to learn repair-management software
- Ability to prepare and review detailed repair estimates
- Ability to work independently and take initiative
- Self-motivated and results-driven
- Strong problem-solving and decision-making skills
- Ability to remain professional and composed during difficult customer situations
- Ability to build and maintain strong customer relationships
- Ability to work effectively as part of a team in a fast-paced environment
- Goal-oriented with a strong desire to succeed and grow professionally

What Success Looks Like

A successful Fleet Body Works Service Advisor keeps customers informed, technicians productive, repair orders accurate, and jobs moving through the shop efficiently.

This position requires someone who understands that customer communication and internal coordination are equally important. Customers should never have to wonder what is happening with their vehicle, while technicians should have the information, parts, approvals, and direction they need to complete repairs without unnecessary delays.

Success also means protecting department profitability by ensuring all labor, parts, materials, and additional work are properly documented and billed.

The Service Advisor plays an important role in the overall customer experience and is expected to represent Fleet Body Works and Advantage Fleet professionally from the initial estimate through final vehicle delivery.

Growth and Development

Advantage Fleet encourages employees to develop a strong understanding of collision repair, refinishing, estimating, heavy-duty vehicles, customer service, and the different departments throughout our organization.



Employees who demonstrate strong customer service, organization, leadership, profitability awareness, and operational knowledge may have opportunities for additional responsibilities and advancement as Advantage Fleet continues to grow.

We encourage employees to establish both professional and personal goals and take advantage of opportunities to expand their knowledge and capabilities.

Performance Reviews

Employee performance and progression will be reviewed periodically, with a formal performance review conducted annually. Reviews will evaluate customer communication, estimate accuracy, repair order accuracy, scheduling, workflow management, billing accuracy, organization, attendance, teamwork, professionalism, customer satisfaction, and overall contribution to the department and company.

Employment with Advantage Fleet is at will, meaning either the employee or Advantage Fleet may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.