



Service Advisor

Join a Growing Team with Unlimited Opportunity

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

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

If you take pride in helping customers, enjoy solving problems, and want to be part of a company that invests in its people, we want to hear from you.

What You'll Do

Customer Service and Communication

- Serve as the primary point of contact between customers and our repair team
- Greet customers professionally and gather accurate information regarding vehicle concerns and requested repairs
- Listen to customer concerns and accurately document vehicle issues
- Provide customers with clear and consistent updates throughout the repair process
- Explain technician findings, repair recommendations, costs, and expected timelines
- Obtain customer authorization before additional repairs or services are performed
- Notify customers of delays, additional findings, parts concerns, or changes in completion timelines
- Review completed repairs and invoices with customers
- Respond to customer questions and concerns professionally and promptly
- Build and maintain strong relationships with fleet customers, owner operators, municipalities, and commercial businesses
- Maintain a professional and positive attitude during every customer interaction

Repair Order Management

- Create, manage, update, and close repair orders
- Accurately document customer concerns, repair requests, technician findings, and completed repairs
- Review technician notes and ensure repair descriptions are clear and complete
- Verify labor entries, parts usage, materials, shop supplies, freight, and outside services are properly documented
- Ensure additional repairs are properly authorized before work proceeds when required
- Monitor open repair orders throughout the repair process
- Follow up on incomplete documentation or missing information



- Review completed repair orders for accuracy before invoicing
- Maintain accurate customer, vehicle, and repair information within company software
- Follow established company procedures for documentation, authorization, billing, and repair order management

Accurate repair orders are a critical responsibility of this position. All labor, parts, materials, freight, sublet work, and additional services performed must be properly captured and billed.

Estimating and Repair Authorization

- Prepare detailed repair estimates based on technician findings and customer requests
- Review estimates with customers and clearly explain recommended repairs
- Communicate labor, parts, materials, and additional service costs
- Obtain approval before performing additional work
- Follow up on open estimates and repairs awaiting authorization
- Update estimates when additional concerns are identified
- Assist customers with purchase orders and repair authorization requirements
- Maintain accurate records of customer approvals
- Work with technicians and parts personnel to develop accurate repair expectations and timelines

Scheduling and Workflow Coordination

- Schedule repair appointments, preventive maintenance services, inspections, and follow up repairs
- Coordinate repair priorities with technicians, parts personnel, supervisors, and management
- Monitor shop workflow and active repair orders
- Help ensure technicians have the information, parts, and approvals necessary to keep repairs moving
- Prioritize repairs based on customer needs, urgency, parts availability, and shop workload
- Identify jobs that may become delayed and communicate concerns promptly
- Coordinate follow up visits or additional repairs when necessary
- Help minimize technician downtime caused by missing information, authorization, or parts
- Maintain a strong sense of urgency while protecting repair quality and accuracy

Parts and Vendor Coordination

- Work with Parts Department personnel to identify parts required for repairs
- Monitor parts availability and expected delivery timelines
- Communicate backorders or parts delays to customers and technicians
- Ensure parts are properly assigned to the correct repair order
- Coordinate outside services or sublet work when required
- Maintain professional relationships with vendors and outside service providers
- Communicate pricing, availability, and delivery concerns when necessary
- Help prevent repair delays caused by missing or incorrect parts



Billing and Profitability

- Review completed repair orders before final invoicing
- Verify all technician labor is properly documented and billed
- Confirm all parts, materials, shop supplies, freight, and outside services are included
- Identify missed billing opportunities or incomplete repair documentation
- Help protect department profitability by ensuring all services performed are accurately captured
- Assist with investigating and resolving billing discrepancies
- Follow company pricing and billing procedures
- Maintain awareness of repair costs, margins, and department profitability
- Ensure invoices accurately reflect the work completed for the customer

Fleet Customer Support

- Assist fleet customers with purchase orders, repair authorizations, billing requirements, and vehicle information
- Maintain familiarity with customer specific procedures and requirements
- Coordinate preventive maintenance and scheduled repair needs
- Track recommended repairs and follow up when appropriate
- Help customers manage vehicle downtime through clear communication and efficient scheduling
- Maintain accurate fleet and vehicle information within company systems
- Develop long term relationships with customer fleet managers and maintenance personnel

What We're Looking For

- Must be 18 years of age or older
- High school diploma or GED equivalent
- Valid driver's license required
- Previous experience as a Service Advisor, Service Writer, Shop Coordinator, Fleet Coordinator, or similar customer service position preferred
- Experience in heavy duty truck repair, diesel repair, fleet maintenance, automotive service, trucking, or transportation preferred
- General mechanical knowledge of heavy duty trucks and commercial vehicles
- Familiarity with diesel engines, brakes, suspension, electrical systems, drivetrain components, and common repair procedures preferred
- Ability to understand technician findings and clearly explain repair recommendations to customers
- Strong customer service and communication skills
- Excellent written and verbal communication abilities
- Strong organizational and time management skills
- Ability to manage multiple customers, repair orders, and priorities simultaneously
- Strong sense of urgency with the ability to keep technicians productive and customers informed without sacrificing accuracy
- Strong attention to detail and commitment to accurate documentation
- Ability to exercise sound judgment and make logical decisions



- Strong problem solving and troubleshooting abilities
- Ability to remain professional and composed during stressful customer situations
- Self motivated and capable of working independently
- Ability to work effectively as part of a team
- Positive attitude and strong work ethic
- Goal oriented and results focused
- Basic mathematics competency
- Strong computer skills and willingness to learn repair management software
- Accurate data entry and documentation skills
- Desire to continually learn and grow professionally

What Success Looks Like

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

This position requires someone who understands that customer communication and internal coordination are equally important. Customers should know what is happening with their equipment, while technicians should have the information, authorization, parts, and direction they need to complete repairs without unnecessary delays.

Success also means understanding the financial side of the service department. Every technician labor entry, part, material, freight charge, outside service, and additional repair must be properly documented and billed.

The Service Advisor has a direct impact on customer satisfaction, technician productivity, repair turnaround time, billing accuracy, and department profitability.

Growth and Development

Advantage Fleet encourages employees to develop a strong understanding of heavy duty truck repair, fleet maintenance, customer service, estimating, repair order management, and department operations.

Employees who demonstrate strong customer service, organization, mechanical knowledge, profitability awareness, leadership, and accountability may have opportunities for additional responsibilities and advancement into senior service advising, service management, fleet coordination, operations, or leadership positions 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, repair order accuracy, estimating, scheduling, billing accuracy, technician coordination, profitability



awareness, organization, productivity, 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.