TARWATER

JOB POSTING:

Department: Outdoor Power Equipment (OPE)
Position: OPE Service Advisor
Location: 4107 NW Topeka Blvd.
Topeka, Kansas

SCHEDULED WORK HOURS:

Dependent upon the agreed upon work schedule, the successful candidate will have a work schedule falling within the operating hours of the store.

Monday - Friday: 8:00am – 6:00pm
Saturday: 8:00am – 4:00pm

SUMMARY OF PRIMARY DUTIES AND RESPONSIBILITIES:

Under the general direction of the OPE Manager, the ideal candidate will be responsible for coordinating customer pickup, deliveries and customer drop offs, scheduling customer work orders, and directing the flow of work service technicians are responsible for completing. This candidate will be the face of our Service Department and will handle the majority of interactions with our customers. They must be organized, efficient, friendly, steady under pressure, and able to communicate clearly, kindly, and directly with our customers. A successful candidate will also provide general shop support including conducting test run procedures, washing equipment, and becoming proficient in sharpening mower blades and chain saw chains.

The OPE Service Advisor role extends to products including lawn mowers, snow blowers, snow plows, tillers, chain saws, and other equipment along with associated parts. The successful candidate will collaborate with the OPE Sales team in quoting and selling new and used equipment, assisting in the trade in process, all while focusing on supporting the customer in finding their desired product and/or service ensuring, to the best of our ability, they leave satisfied and fulfilled in their intended purpose. Other duties will include, but are not limited to, the following:

- Understand and assure adherence to operating guidelines
- Assist OPE Manager in documenting new and modify existing OPE Service guidelines
- Understand point-of-sale systems utilized to track purchases and work orders
- Safely and accurately determine cause of OPE operating error and malfunctions
- Model and train excellent customer service including responding to customer complaints, as needed

SKILLS, KNOWLEDGE, AND ABILITIES REQUIRED:

A high school diploma or GED is required. Shop experience working with, servicing, diagnosing, and/or resolving equipment issues is required. Experience leading a team is preferred, not required. Must possess a readiness to learn and a customer centric attitude able to work in a fast-paced environment. Must be able to identify, communicate observations, and make recommendation to align product offerings to improve the Customer Experience. Solid skills in learning and maneuvering computer applications. Strong listening, oral, and written communication skills including the ability to be professional and concise in such communication. Must be able to work effectively with others in a team environment. Must demonstrate exceptional skills in interpersonal relations, self-motivation, organization, and dependability. A high degree of emotional intelligence is required.

LICENSES, CERTIFICATIONS, AND/OR TESTING REQUIRED:

Must possess a valid driver's license.

WORKING CONDITIONS:

Indoor and outdoor working conditions. No overnight travel required. Must be able to lift 50 pounds. Must have a satisfactory work record including excellent attendance.

Disclaimer: The above information has been designed to indicate the general nature and level of work performed by employees within this department. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

FAMILY OWNED

SINCE 1978