



# Careers

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## Service Advisor - Coral Gables

### Job Category

Service & Energy Installation

### Location

Miami, Florida

### Req. ID

77800

### Job Type

Full-time

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Tesla participates in the [E-Verify Program](#)

### The Role

Tesla is looking for an experienced Service Advisor to work on one of the most progressive vehicle brands in the world. This position requires a high-level customer and employee interaction, so the ideal candidate will not only possess the technical acumen, but also the ability to provide a strong level of customer service. If you are interested in becoming a part of a world-class service team supporting the latest EV technology, we are interested in hearing from you.

### Responsibilities

Answer Phone Calls, Emails and Drive In's to address any customer concern with the highest level of response and attention

Return missed phone calls, email in no less than 5 minutes

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Determine if technical solution can be resolved over the phone; escalate immediately to Shop Foreman / Service Manager to provide immediate attention

Accurately record issues and data into Dealer Management System. Attention to detail critical

Conduct Transactions w/ system; walk customer through correction and provide summary

Communicate estimated completion time, regular updates and follow through on each customer vehicle

Coordinate the detail of every vehicle prior to delivery

Coordinate the delivery time or pick up with each customer

Follow up with Customer on services provided; ensure they are satisfied with the work performed

### **Requirements**

Knowledge of methods, techniques, parts, tools and materials used in the maintenance and repair of vehicles

Experience in operational use and maintenance of a wide variety of hand power tools, shop tools, and automotive and electrical test equipment

Understanding of basic automotive techniques related to repair and servicing of automobiles

Ability to follow oral and written instructions with attention to detail

Willingness to learn new and innovative automotive technologies

Ability to establish and maintain cooperative working relationships with those contacted in the course of work to include the public

Perform detailed daily record keeping and reporting

Effectively handle multiple priorities, organize workload, and meet deadlines

Work in a team-based environment and achieve common goal

High School diploma or equivalent

Dealer Management System(s), Outlook, and MS Office

Associate Degree or certificate in Automotive Technology, preferred

Retail automotive service experience, preferred

Must have and maintain a valid driver's license and an acceptable and safe driving record

Must have two years of driving experience

## *Employee Benefits*

- *As a full time Tesla employee you will receive full benefits from day 1 for you and your dependents.*
- *Kaiser and UnitedHealthcare PPO and HSA plans (including infertility coverage)*
- *3 medical plan choices with \$0 paycheck contribution*
- *Vision & dental plans (including orthodontic coverage)*
- *Company paid Life, AD&D, short-term and long-term disability*
- *401(k), Employee Stock Purchase Plans, and other financial benefits*
- *Employee Assistance Program, Paid Time Off, and Paid Holidays*
- *Back-up childcare and employee discounts*

APPLY

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## **About Tesla**

Tesla is accelerating the world's transition to sustainable energy. We design, manufacture, sell and service the world's best solar technology, energy storage systems, and electric vehicles, providing customers the opportunity to generate, store and consume energy entirely sustainably.

Tesla is committed to hiring and developing top talent from around the world for any given discipline. Based in California, Tesla's workforce spans across four continents. We work to build an inclusive environment in which all people, regardless of gender, race, religion, or background, can come to do their best work.

Our world-class teams operate with a non-conventional philosophy of inter-disciplinary collaboration. Each member of the team is expected to challenge and to be challenged, to create, and to innovate. We're tackling the world's most difficult and important problems—and we wouldn't succeed without our shared passion for making the world a better place.

[Learn more about Tesla](#)

Tesla is an Equal Opportunity / Affirmative Action employer committed to diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state or local laws.

Tesla is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the employment process, please call [510-602-3960](tel:510-602-3960) or send an e-mail to [accommodationrequest@tesla.com](mailto:accommodationrequest@tesla.com) and let us know the nature of your request and your contact information.

For quick access to screen reading technology compatible with this site [click here to download a free compatible screen reader](#) (free step by step [tutorial can be found here](#)). Please contact [accommodationrequest@tesla.com](mailto:accommodationrequest@tesla.com) for additional information or to request accommodations.

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