

Job Title: Part-Time Customer Service

Department: Manco

Reports To: Tina Yeager, Director of P.R.

The Dave Mungenast Automotive Family seeks to employ the highest quality talent. As the most reputable name in the automotive business, we maintain a high standard of employee satisfaction and loyalty. We want to see every member of our family achieve success in all areas of his or her life. We do this by hiring the best candidates, cultivating their talent, and promoting from within. Many of our employees began their career at the entry level.

Cultivate your talent with the Dave Mungenast Automotive Family. Contact Human Resources by e-mail at careers@davemungenast.com.

SUMMARY

Make DMAF an industry leader in customer satisfaction by monitoring sales and service experiences and making each dealership accountable for resolving customer complaints. We want every customer to give an above average report to the factory every time.

ESSENTIAL DUTIES

- Strives for harmony and teamwork within the department.
- Makes Customer satisfaction a department priority.
- Handles customer complaints according to dealership's guidelines.
- Establishes and maintains good working relationships with customers to encourage repeat and referral business.
- Maintains a professional appearance.

MARGINAL DUTIES

Other duties may be assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LEXUS DRESS CODE

Men should wear buttoned, collared shirts with a tie and appropriate slack and dress shoes. A

sport coat or suit jacket is optional. Hair should be well-groomed and controlled.

Women should wear dress suits, skirts, or dress slacks with a coordinated blouse or sweater. Appropriate dress shoes should be worn. Hair should be well-groomed and controlled. Makeup should not be excessive. Flip-flops, shorts of any kind, and low-cut or cleavage-revealing shirts should not be worn. Capri pants (not cropped) are acceptable, provided they are worn as a coordinated set with a matching jacket. Skirts should be no shorter than one inch above the knee. Casual open-toe shoes or sandals should not be worn. Open-toe shoes are permissible, provided that the shoes are professional and appropriate. Sleeveless shirts may be worn only underneath a jacket or sweater that is not removed. Clothing items that are too trendy should be avoided, as these items lend to an air of recreation rather than professionalism.

The following personal appearance guidelines should also be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards.
- Canvas or athletic type shoes are not appropriate professional attire.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, ear rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Torso body piercing with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.