

*Family Owned Since 1959*

# **HARRELL & BEVERLY**

## **TRANSMISSIONS**

### **AUTO REPAIR**

## **SERVICE ADVISOR JOB DUTIES**

**Position type:** Full-time role with benefits

**Pay:** \$35,000-\$55,000 (consists of a combination of hourly pay, pay enhancements, and performance bonuses based on experience and qualifications)

### **ABOUT US**

Harrell & Beverly is a family-owned and operated business whose passion is to serve the community with honest, dependable, and professional automotive repair services. We have been at our current location in Sanford, FL since 1959. Our employees are the best in the automotive repair industry and have years of experience and knowledge.

We all work together to provide clear and compassionate automotive solutions for our customers. If you want to belong to a team that does that well every day, this company is a great fit for you.

You will love it here if you are honest, reliable, willing to go the extra mile, like to solve problems and help people, and pay close attention to details.

### **ESSENTIAL FUNCTIONS**

And you'll love coming to work at Harrell & Beverly if you have the capacity to do the following things:

- Communicate with customers via phone, email, text, or in person in a friendly, professional and helpful manner.
- Schedule appointments, create estimates, work orders, and invoices using our shop management system (SMS) and digital vehicle inspection (DVI) system.
- Listen carefully to customer input, interpret and convey relevant information to technicians.
- Convert technician findings and recommendations (which may be complex) into a language the customer understands, while also educating and explaining the benefits of our recommendations.
- Meet or exceed team sales goals and individual performance goals.
- Participate in continuing education and acquiring and/or maintaining professional certifications so that product and technical knowledge are always up to date; always be learning.
- Assist with ordering and receiving parts, workflow management, and opening and closing.
- Have fun!

### **FULL-TIME BENEFITS**

We train our team to help them succeed, and everyone on our team helps with our success. If you want to come to work, learn, and assist the team in meeting our goals, you'll be recognized and rewarded with bonuses.

- Company provided tools and equipment
- Company paid training and certification

- Paid holidays and paid time off
- Weekends off
- Health, dental, and life insurance
- Retirement plan
- Workers' compensation insurance

## **LEADERSHIP**

As a member of this team, you will have a leader who:

- Gives clear directions
- Makes sure you have the necessary tools
- Delegates appropriately
- Takes time to truly understand your role and how you can help the company
- Meets one-on-one with you twice a year or more, if needed

## **ADDITIONAL ESSENTIAL FUNCTIONS**

The following is a list of responsibilities that each employee at Harrell & Beverly must perform.

- Follow all rules and regulations as spoken or written in any form by the management, i.e. employee handbook and any addendums issued or posted at any time.
- Maintain a good and positive attitude and the team concept at all times.
- Wear appropriate safety equipment as needed.
- Immediately report any damage to shop equipment, facilities and customer property, complete an incident report as needed.
- Attend company related work and safety meetings.
- Any other tasks that may be assigned.

## **REQUIREMENTS**

To perform this job successfully, you must:

- Be able to perform each essential function satisfactorily.
- Possess a valid, current Florida driver's license, have an acceptable driving record, and proof of minimum state required insurance on personal vehicle.
- Read and write English proficiently.
- Be able to operate computer, phone, fax and copy machines.
- Be proficient in Microsoft Word and Excel.
- Have a minimum of an associate's degree or equivalent from two-year college, or three to five years of related experience in sales and customer service.
- Be able to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations.
- Be able to write descriptions of customer concerns, diagnostic tests, repair/service procedures
- Be able to effectively present information and respond to questions from managers, clients, customers, technicians and the general public.
- Be able to apply concepts such as fractions, percentages, ratios and proportions to practical situations, and calculate gross profit.
- Be able to define problems, collect data, establish facts, and draw valid conclusions; be able to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Meet the physical demands as stated below.

## **Physical Demands**

- While performing the duties of this job, the employee is regularly required to stand; walk; reach with hands and arms; stoop, kneel, crouch, or crawl; handle, or feel objects, tools, or controls; talk or hear; and taste or smell. The employee is occasionally required to climb or balance.
- The employee must be able to lift and/or move up to 10 pounds of dead weight and occasionally lift and/or move up to 50 pounds of dead weight.
- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **PREFERRED SKILLS**

- Knowledge of shop management systems, specifically Protractor or Tekmetric.
- Hold an ASE Service Consultant (C1) certification.
- The ability to type a minimum of 50 words per minute with minimal mistakes.

## **WORK ENVIRONMENT**

While performing the duties of this job, the employee regularly works near moving mechanical parts and may be exposed to fumes, airborne particles, and toxic or caustic chemicals. The employee may be exposed to wet and/or humid conditions and risk of electrical shock. The noise level in the work environment can be loud.

- Clothing must not be heavy, bulky, or loose. Employees must provide their own shoes or boots being either black or brown. The employees' clothing and work shoes/boots must meet management's requirements for safety and professional appearance.
- Women: Hair that falls around your face must be tied back. Fingernail polish and makeup must be worn in good taste.
- Men: Head and facial hair must not be long and/or unkempt.

## **DRUG-FREE WORKPLACE**

Harrell & Beverly is a drug-free workplace. All new hires are required to complete and pass a pre-employment drug test. All employees will be tested for drugs and/or alcohol under reasonable suspicion conditions, including postaccident.

**I have received, read and understand the above job description. There is no known reason why I could not perform this job description.**

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Signature

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Date

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# **HARRELL & BEVERLY**

## **TRANSMISSIONS**

### **AUTO REPAIR**

## **SERVICE ADVISOR JOB DUTIES**

- Serve as primary customer contact and customer service representative of Harrell & Beverly.
- Meet and greet every customer in a friendly and helpful manner.
- Effectively communicate with customers, suppliers, employees, and management.
- Schedule appointments.
- Conduct daily appointment reminder calls.
- Check-in customers and review their information **and our proven process**.
- Assist with the coordination of shuttle or rental car needs.
- Review, edit, and prepare technicians' digital inspections and communicate findings with customers.
- Prepare work order estimates and communicate with customers.
- Review, edit, and finalize work order invoices and communicate with customers.
- Be certain that all authorized work is completed and billed properly and the invoice is totaled properly.
- Prepare, place, and receive purchase orders for authorized parts.
- Collect and process customer payments.
- Wear appropriate safety equipment as needed.
- Attend company related training meetings.
- Attend continuing education when offered.
- Act in a professional manner suitable as to represent a quality organization with which you are employed, always and in every instance projecting a positive attitude and earn the trust and respect of the community.



## **WHAT ALL EMPLOYEES SHOULD KNOW ABOUT OUR DRUG-FREE WORKPLACE**

Since 1991, various Federal agencies, including the Department of Defense, Department of Energy, Nuclear Regulatory Commission, National Aeronautics and Space Administration, and the Department of Transportation (which regulates commercial drivers, transit, railroad, aviation, marine, and pipeline industries) have required compliance with strict rules regarding workplace prevention and testing for drug abuse and alcohol misuse.

Many States have also introduced drug-free workplace strategies similar to Federal programs. Some States offer incentives to participating employers who agree to follow specific protocols intended to effectively reduce workplace drug abuse and alcohol misuse while assuring specimen integrity and balancing employee privacy and confidentiality rights.

Your employer, together with millions of others nationwide, has elected to implement a Drug-Free Workplace Program complying with State and, to the extent applicable, Federal requirements.

### **WHY DO EMPLOYERS BECOME DRUG-FREE WORKPLACES?**

The Substance Abuse and Mental Health Services Administration (SAMHSA) reports an average of 1 in 7 of all U. S. workers are affected by drug or alcohol dependency. In cities actively promoting drug-free workplaces, as many as 1 out of 4 applicants to companies not presently drug testing abuse drugs or alcohol in the workplace. The resulting cost to taxpayers and employers is estimated at over \$ 100 billion annually! Most employers don't become drug-free workplaces because they believe they currently have an employee drug problem. They do so to maintain the high quality and productivity of their current workforce and assure long-term competitiveness.

### **WHY SHOULD I CARE IF SOMEBODY ELSE DOES DRUGS?**

For one thing, your personal safety is at risk. Statistics show drug and alcohol impaired workers are involved in 3.6 times more accidents than their coworkers and often, unimpaired coworkers or other innocent victims are also injured or killed. For another thing, you and your coworkers are directly subsidizing drug and/or alcohol abusers with your added workload and even job security if you ignore the problem. According to SAMHSA studies, in comparison with other workers, drug or alcohol impaired abusers:

- are 25% less productive on drugs, 35% on alcohol
- are absent from the job up to 16 times more often with 2.5 times more absences of 8 or more days
- file 5 times more workers' compensation claims
- use 3 times more sick benefits
- steal 4 times more often from employers and coworkers

### **Who do you think pays these costs?**

You do ... because lost productivity and higher costs inevitably translate into lower profits out of which all employee wages and benefits must be paid. Also, if competitively priced products and/or services cannot be provided because costs are inflated by drug and alcohol related expenses, the company's survival and your job could be at stake.

### **WHAT IS THE OBJECT OF DRUG TESTING?**

Here comes a surprise! The object of drug testing is NOT to catch people! Testing, combined with appropriately severe disciplinary policies, is the most effective deterrent to continuing workplace abuse because the possibility of being caught and being denied or losing a job are powerful incentives to quit. Employers would much prefer to stop abuse than have to fire an employee. After all, the employee's replacement could have the same or worse problems and it costs money to hire and train a new employee. This is why your employer's Drug-Free Workplace Program places equal emphasis on employee education, supervisory training, and access to either a confidential, professionally staffed, Employee Assistance Program or has developed an Employee Assistance Plan for employees needing help to quit. (See next page)

### **HOW IS DRUG TESTING CONDUCTED?**

Participating employers may only use specified laboratories using chain-of-custody documentation and collection protocols which impose strict standards of accuracy and care from the point of collection through lab analysis and interpretation and reporting of results. This assures that test specimens are correctly identified, accurately analyzed and reported by the lab.

Upon arrival at the testing site, a trained collector designated by the laboratory and the employer will request positive identification. A multi-part chain-of-custody form will then be initiated which will identify your specimen by a unique number and record the names of

anyone handling the sample. Carried articles (except money and valuables), including handbags, briefcases, jackets, hats, etc. must be left outside the restroom. Clothing pocket contents may also be inspected by the collector and any possible adulterants removed. You will then be asked to wash and dry your hands. Unless chemically neutral, all soap and other cleansers must be removed. Access to water will also be denied by bluing toilet bowl water and remotely turning off or taping water sources. Alternatively, a collector may stand outside the privacy stall. You will then be asked to provide a urine sample into a sterile specimen collection container(s). You will not be witnessed unless a same gender collector has reasonable suspicion, corroborated by a higher level supervisor, that you may have attempted to substitute, dilute, or adulterate a previous specimen.

After collection, you will be asked to watch while the collector records temperature and other observations, such as unusual odor or color, on the form. The specimen will then be sealed by a special security tape that cannot be removed without tearing it. This prevents any unauthorized persons from later removing the tape, tampering with the specimen, and replacing the tape. The unique specimen number will also be affixed. You will then be asked to initial the specimen to identify it as yours. Finally, you will be asked to verify that the chain-of-custody forms and specimen have been properly identified and that the specimen was seated in your presence for transfer to the testing laboratory.

### **ARE FALSE POSITIVE LAB RESULTS POSSIBLE?**

**YES and NO.** All urine specimens undergo a chemical screening test designed to detect even small traces of illegal substances. However, because of the test's very high sensitivity, substances chemically resembling illegal drugs could be misidentified if screening tests alone were permitted.

For this reason, your employer requires that all positive initial screening test specimens be confirmed by a virtually 100% accurate method called Gas Chromatography/Mass Spectrometry (GC/MS). Positive specimens must also be retained by the lab as long as a legal challenge is in process to permit reanalysis of positive specimens, if requested.

### **WON'T SOME MEDICATIONS TEST POSITIVE FOR DRUGS?**

**YES.** This is why your employer will not be notified of a positive lab result until a Medical Review Officer (MRO) has sought prescription information from you which could account for a positive lab result. The verification process may include MRO contact with health care providers, physicians, or pharmacies you've identified to corroborate legal prescription use.

Your employer's MROs are licensed physicians with many years experience reviewing thousands of Federal and State drug test results and specially trained to identify and verify all possible legally prescribed medications or other substances which could react as positive for many drugs of abuse. They are also nationally certified by the American Association of Medical Review Officers, and qualified under Rule 702 of the Federal Rules of Evidence as experts. If a legitimate reason for a positive lab test finding is verified by the MRO, the final result will be reported to your employer as negative (no drugs present).

With your advance consent (Federally required), the MRO may ask your employer to temporarily assign you to less safety sensitive duties, if it is felt that your use of certain legally prescribed medications could pose a danger to yourself, your coworkers, or the general public.

### **WHAT IS PROHIBITED IN A DRUG-FREE WORKPLACE?**

Prohibitions include workplace use of illegal drugs or being under the influence of such drugs or alcohol, defined as exceeding the threshold levels shown below: (\*Also required by 49 CFR Part 40, DOT Regulations)

<b>Amphetamines</b>	<b>*1,000 ng/mL</b>	<b>Methaqualone</b>	<b>300 ng/mL</b>
<b>Barbiturates</b>	<b>300 ng/mL</b>	<b>Opiates</b>	<b>*2,000 ng/mL</b>
<b>Benzodiazepines</b>	<b>300 ng/mL</b>	<b>Phencyclidine (PCP)</b>	<b>*25 ng/mL</b>
<b>Cocaine</b>	<b>*300 ng/mL</b>	<b>Propoxyphene</b>	<b>300ng/mL</b>
<b>Marijuana</b>	<b>*50 ng/mL</b>	<b>Alcohol</b>	<b>(state levels vary)</b>
<b>Methadone</b>	<b>300 ng/mL</b>	<b>Alcohol</b>	<b>.02 g%(restricted)-0.04</b>

### **WHAT HAPPENS IF I GET CAUGHT DOING DRUGS?**

If, based upon the results of confirmed drug tests corroborated by the Medical Review Officer, it is determined that you have abused drugs or alcohol, in addition to any possible regulatory penalties, disciplinary measures may include denial or termination of employment with forfeiture of unemployment compensation benefits. If injured and post-accident testing detects drugs or alcohol above listed threshold levels, all or part of Workers' Comp medical, indemnity and disability benefits may also be denied. Specific provisions, including your rights of appeal, are detailed by your employer's Drug-Free Workplace Policy.

### **CAN I GET HELP IF I'M ALREADY ON DRUGS?**

**YES.** Your employer has either contracted to provide current employees with the services of a professionally staffed Employee Assistance Program (EAP) or has developed an Employee Assistance Plan to help you address your problems with drugs or alcohol through referral to local qualified treatment providers, many offering discounted fees to accommodate employees. If you seek such treatment prior to being notified of being selected for testing, an exemption from your employer's disciplinary provisions will be granted and, except to the extent reassignment to less dangerous duties may be required, it will not affect your job. Whatever you do, don't wait. Get help before it's too late!

# NOTICE TO APPLICANTS

## GENERAL INFORMATION

We are an equal opportunity employer. We adhere to a policy of making employment decisions without regard to race, color, sex, religion, national origin, age, disability, handicap, marital status or any other basis protected by law. The opportunity for employment will be based solely upon your qualifications and ability to perform the job for which you are being considered. We also reasonably accommodate individuals with disabilities, handicaps, and bona fide religious beliefs.

We comply with the Americans With Disabilities Act of 1990. During the interview process, you may be asked questions concerning your ability to perform job-related functions. You may also be required to complete a post-job offer medical history questionnaire and/or undergo a medical examination. Upon request, all entering employees in the same job category will be required to complete the same medical questionnaire and/or examination. All medical information will be kept in confidential files.

We also maintain a Drug-Free Workplace in accordance with all applicable State and Federal regulations, copies of which, together with the employer's Drug-Free Workplace Policy are available for inspection at all reasonable times by applicants or employees upon request.

## PLEASE READ AND SIGN STATEMENTS BELOW

1. I understand that, if hired, I will be placed in a probationary status. I further understand that if I am terminated for unsatisfactory work performance within this probationary period, the employer may seek to deny any unemployment benefits I might attempt to obtain as a result of my termination. \_\_\_\_ (Initial)
2. I understand that as a condition of my employment, I must take and pass a pre employment urine and/or blood test at authorized threshold levels for any or all of the drugs or alcohol listed by the employer's Drug-Free Workplace Policy, a copy of which I may request for review prior to testing. \_\_\_\_ (Initial)
3. I further understand, subject to confidentiality constraints and rights of appeal granted by State and Federal law, if the results of my pre employment drug and/or alcohol tests are POSITIVE (indicating substance abuse) and are received by the employer prior to or within the probationary employment period, notwithstanding any other disciplinary provisions contained in the employer's Drug-Free Workplace Policy statement, I will be terminated for cause and the employer may seek to deny any unemployment benefits I might attempt to obtain. \_\_\_\_ (Initial)
4. I understand and agree that all policies, procedures, whether written, published or orally communicated by the employer may be modified, amended, or deleted by the employer with or without notice to me of such change(s); that the employer's policies and procedures are not intended to be a contract of employment nor do they give me a right of continued employment; and if hired, my employment may be terminated at my option or at the option of my employer with or without prior notice to either party. I also agree there are no other written or oral arrangements, agreements, or understandings regarding the terms of my employment and that any amendments or exceptions to this statement must be in writing and signed by a person(s) duly authorized by the employer. \_\_\_\_ (Initial)
5. I certify that all information given to the employer by me in the form of an employment application, resume, or related papers, or answers given by me during oral interviews, are true and correct. I understand the employer may conduct a thorough investigation of my past work and personal history. I authorize the giving and receiving of any such information requested by the employer in the course of such investigation and hereby release from liability all persons who provide such information to the employer. I understand that falsification or any derogatory information discovered as a result of investigation may subject me to immediate dismissal for cause and the employer may seek to deny unemployment benefits as a result of my termination. \_\_\_\_ (Initial)

\_\_\_\_\_  
Applicant Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Witness Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature