



## Automotive Driver Experience Specialist

***Apply now to join the Metro Motor family and take your automotive career to the next level!***

Join our dynamic and thriving team! Our highly reputable auto repair shops, conveniently located across **DC, Maryland, and Virginia**, are on the lookout for a talented and driven Automotive Driver Experience Specialist to help us continue delivering top-notch service as we grow!

At Metro Motor, we believe in investing in our **Automotive Driver Experience Specialist**. We offer more than just an exceptional compensation plan—we ensure our team enjoys a healthy work-life balance, access to state-of-the-art equipment, and unmatched opportunities for career growth. Here, your dedication drives success, and your future moves full speed ahead.

### WHY JOIN OUR TEAM?

- Top-Tier Compensation Plans w/ Bi-Weekly or Weekly Pay
- Guaranteed Starting Minimum Base Hourly/Salary
- Paid Vacation/PTO + Paid Holidays
- State-Of-The-Art Equipment, Scan Tools, & Facility
- Very Clean, Well-Ventilated, & Spacious Shop Area
- Unmatched Career Growth & Advancement Opportunities
- Always Busy! Steady Workflow Throughout The Year
- Family-First Culture & Flexible Work Schedules
- Positive & Friendly Work Environment
- Company-Paid Drinks, Lunches, etc
- 2+ Bays Per Technician

### RESPONSIBILITIES:

As a **Driver Experience Specialist**, you will be responsible for performing preventative maintenance inspections (PMIs), creating video documentation of findings, and delivering exceptional service to drivers. Your role includes conducting minor vehicle maintenance, such as oil changes, writing estimates, and ensuring a seamless, driver-focused experience in the shop.

### Key Responsibilities:

- **Preventative Maintenance and Documentation:** Perform thorough PMIs to identify maintenance needs and record video documentation to provide drivers with transparent insights into their vehicle's condition.
- **Driver-Centric Service:** Build strong relationships with drivers by clearly explaining maintenance findings, presenting service options, and providing detailed estimates to ensure trust and satisfaction.
- **Small Maintenance Work:** Execute basic maintenance tasks, including oil changes and minor repairs, with precision and efficiency to support shop operations and meet drivers' needs.
- **Operational Support:** Assist in coordinating shop workflow to maintain efficiency, minimize delays, and create an organized and productive environment.
- **Documentation and Reporting:** Ensure accurate, detailed records of inspections, repairs, and driver communications to uphold shop policies and enhance service consistency policies.



#### **QUALIFICATIONS:**

- Exceptional analytical, problem-solving, and multitasking skills.
- Self-motivated with an enthusiastic attitude and a collaborative team spirit.
- Outstanding customer service abilities, coupled with excellent time management and communication skills.
- Consistent and stable work history, demonstrating reliability and professionalism.
- Highly organized, efficient, and focused on achieving results.
- Full-time availability, including weekends.
- Reliable transportation is required.

#### **JOB DETAILS:**

Job Type: Full-time

Pay: \$60,000 - \$90,000 Yearly Salary (based on experience)

#### **Benefits:**

- Employee assistance program
- Employee discount
- Flexible schedule
- Flexible spending account
- Paid time off
- Parental leave
- Professional development assistance
- Referral program

#### **Location/ Schedule:**

- **In Person:** Monday to Friday 8am-6pm
- Saturdays 8am-2pm
- No Sundays

***Apply now to join a shop where you can truly maximize your income, further develop your skillset, and enjoy your career!***