

CAREER STREET ROADMAP

YOUR GUIDE TO CAREER EXPLORATION IN THE ERIE REGION



"Know where you want to be"... even if it breaks a barrier

What is the name of the company you work for?

The company I work for is Bianchi Honda on upper Peach Street.

What does this company do?

Bianchi Honda is the largest Honda dealership in the Erie area that provides new and used vehicles, along with maintenance/servicing and detailing.

What is the size of this company?

Bianchi Honda employs over 100 people, including but not limited to salesmen, service advisors/assistants, service technicians, and parts personnel.

How long have you been with this company?

I started my internship at Bianchi Honda in June of 2019, between my junior and senior years of high school. Upon graduation in June of 2020, I was hired as a full-time employee.

What is your job title?

My title is Service Assistant, although I am trained in many roles in the service department, as well as cross-trained in the parts department.

Describe your day to day job/work related tasks and activities.

A typical day for me starts off with determining where, in the service department, I am needed most. From there I could be in the service drive helping customers check-in for service. Or I could be in the scheduling office fielding calls and dispatching work to technicians.

Why did you choose to pursue a career in a field that is traditionally dominated by men?

Since I was little, I have always enjoyed learning how things worked and trying to fix it if it was broken. When I got a little older, I would help my uncle in the garage fixing vehicles and I decided that I wanted to help people repair their vehicles.

What are the best things about your career?

The best things about my career would be the relationships I have built with my co-workers and learning something new every day.

What are the challenges faced in your career?

The biggest challenge I have faced in my career would be customers not wanting to speak to a female about their vehicle or believe what I have to say about their vehicle.

What is your educational background?

My educational background includes going to Union City High School and the Erie County Technical School for the Automotive Technology program. This is not the career I had chosen when I was younger. I had wanted to be a baker. Working in the garage with my uncle led to the change of my career choice.

What has led you to your current career?

Going to the Erie County Technical School has led me to my career as well as my first job as a waitress. ECTS has given me more background knowledge to help me better explain the functions of a customer's vehicle. Being a waitress has helped me learn a lot about customer



Erynn McChesney, Service Assistant at Bianchi Honda



service and being able to take care of customer needs.

What qualities are important for you to hold the position you have?

Some qualities that are important for me would include being patient, having a positive attitude, and the ability to quickly adapt to every situation.

How do you prepare for an interview for this position?

To prepare for an interview for my position, I would say you have to be yourself 100%, know where you want to be long-term, and understand what expectations are set for you.

What would people be surprised to know about your career?

Something surprising about my career would be how intertwined each department is, between sales, service and parts, and how much we all have to work together to keep our company running smoothly.



"Career Street is a program of Erie Together that networks employer and educator for the purpose of providing students with quality career exploration experiences. For more information, check out our website at www.CareerStreetErie.Org"

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THE COLOR-CODED PATHWAYS ARE:

Red – Arts and Communication

Purple – Business, finance and Information Technology

Blue – Engineering and Industrial Technology

Orange – Human Services

Green – Science and Health

Black – Career Tips