

# JOB OPPORTUNITY

## Service Advisor

### Role responsibilities:

- Greeting customers promptly, courteously and professionally, ensuring the highest level of customer care and satisfaction at all times.
- Creating and loading bookings on to electronic diary efficiently.
- Advising and up-selling of work identified during our workshop vehicle health checks through the use of professional sales techniques.
- Ensuring customers are kept up to date on progress of their vehicle as work is carried out.
- Ensure the customer database is updated and accurate at all times.
- Ensure the accurate and timely completion of all department administration, including invoicing of all completed job.
- Preparation for future jobs, ensuring the customer is called in advance of booking, parts are in stock, recalls checked, service plans quoted, etc.
- Ensure all card and cash payments are taken correctly and cash handling procedure is followed.
- Ensuring courtesy cars are available for all required booking and ensuring courtesy cars are clean and easily accessible ready for collection.
- Liaising with the workshop for progress and technical advice.
- Explain and educate customers on the follow-up process to encourage response levels for customer satisfaction surveys.
- Develop and maintain professional working relationships with all customers, colleagues, suppliers and external representatives.

### Person specification:

- Pro-active approach
- Strong communication skills
- Strong interpersonal skills
- Ability to work closely as part of a team but also independently
- Good organisational skills and the ability to prioritise effectively
- Confidence to take ownership of the position

### Hours of work:

- Monday - Friday 8.15am - 5.15pm
- Saturdays by rota 8.15am - 12.30pm

### In return for your commitment and hard work we will give you:

- Company pension scheme
- The opportunity to join a close knit team in a growing, family-run business
- £18,000 p/a + bonus and overtime

**A clean, UK driving licence is essential**

