

## **Job Profile Service Advisor**

### **Post: Service Advisor**

### **Accountable to: Branch Manager**

The role of the Service Advisor is to act as a single point of contact for the customer, providing relevant, accurate and timely information through each stage of the process, ensuring customer expectations are met and exceeded.

### **Particular areas of responsibility will be to: -**

- Comply with company Safety, Health and Environmental (SHE) policies at all times.
- Work in accordance with the Service Flow.
- Handle telephone enquiries, answering the phone in a friendly and open manner using the company standard greeting.
- Plan work by running ADP service due reports, checking customer data quality and arranging work with customer, capturing mileage via C200 or verbally.
- Create job cards, checking for existing parts and service WIPs and campaigns, liaising with customer and follow through to completion. Load job into Customer Compliance System.
- Agree with the customer and workshop who will pay for the work – Retail / Warranty / Contract.
- Check account detail and level of credit left, obtain authorisation and obtain order numbers from customers.
- Maximise service and parts profitability through the use of professional sales techniques.
- Load workshop schedule to maximise workshop capacity utilisation.
- If a courtesy car is to be provided, manage the booking, checking out and checking back in via ADP.
- Ensure all MOTs are planned via ADP and communicated to customers and VOSA.
- Meet and greet all customers on arrival in a professional and friendly manner.
- Check vehicles in and out via Workshop Loading in ADP.
- Obtain full description of product issues from customer, using open questions, to enable the workshop to quickly diagnose the cause.
- Ensure customers' defect procedures are adhered to.
- Maintain ADP workshop loading, keep customers informed of job progress at all times, liaising with the workshop; advise customers of any extra work required, supplying an estimate for any additional work, utilising Fixed Price Repairs where possible, and obtaining the customer's authorisation.
- Assist in maintaining a daily flow of quality job cards to Coster for invoicing.
- Check and issue sublet order numbers (ensure FPR used where applicable) to specialist / external agents and arrange / plan such works as required.
- Explain invoice to customer if applicable at point of vehicle collection.
- Explain and book any outstanding defects for next scheduled event. Follow up after the service / repair visit to check customer satisfaction as per the Service Flow.
- Carry out any depot administration tasks as assigned by the General Manager.
- Pass leads on to relevant departments for potential business.
- Communication handover across shifts, work that is due to come in and anyone needing contacting.

- Take responsibility to ensure customer reception area is maintained to a professional standard at all times.
- Maintain Dealer Operating Standards within department to high standard.
- Proactively work to improve CSI and mystery shop results.

**Candidates should be able to demonstrate:-**

- Excellent customer service skills
- Able to build good relationships internally and externally
- Basic technical understanding of products
- Understanding of Operators Licence Laws and Regulations
- Knowledge of the Autoline system (non-essential)(Kerridge)
- Negotiation skills (negotiate with customer) - Able to negotiate effectively with the aim of reaching agreement with customers
- Highly organised & proven administration skills –
- Ability to work under pressure and without supervision
- PC literate – competent user of MS Office and able to quickly learn new software packages
- Able to work as a team player and multi-task within a busy department

**Particular experience / skills that will be regarded as ideal are: -**

- Basic technical awareness of motor vehicles and technology