



JOB DESCRIPTION – SERVICE ADVISOR

Reports to: Service Manager

Department: Service

Job Purpose:

- Maximise service profitability through the use of professional sales techniques
- Maximise customer awareness of all available Cordwallis services
- Ensure highest level of customer care and satisfaction at all times
- Maintain excellent standards of departmental administration
- Help Cordwallis to achieve industry-leading standards of process efficiency
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Responsibilities:

- Ensure core process is followed for the service department
- To canvass for bookings for the workshop in order to fill available capacity via call out and outbound calls
- To correctly interpret customer or internal instructions and complete job cards/repair orders
- To promote additional workshop services/repairs where applicable
- Build rapport with all levels of staff and customers
- Report any likely delays to the customer to seek, record and communicate authority for any extra work required or parts to be ordered or fitted
- Adhere to and promote all customer satisfaction programmes
- To cost the work and raise cash invoices
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- To order parts from the Parts Department and to order sub-contract work
- To assist and develop parts and labour sales with the objective of meeting Branch Targets
- To account for all cash, cheques etc received
- To maintain vehicle history and service records in an accurate, efficient and timely manner and in line with customer requirements and operator licence standards
- To maintain invoice filing in an accurate, timely and efficient manner
- To undertake such other tasks as may reasonably be required
- To enhance the image and reputation of the company whilst supporting its commercial interests
- To comply with good health and safety practice, all statutory requirements, company policies and standard procedures

Measures:

- Labour sales against objectives
- All brand customer satisfaction surveys and KPI objectives

Required competencies:

- Technical knowledge
- Excellent telephone manner
- Excellent organisational and administration skills
- Proactive approach to work
- Able to work to deadlines
- Problem solving skills
- Analytical skills including working with statistical and costing information
- Ability to work in a fast pace environment and multitask
- Work on own initiative and as a team player

Required experience:

- Previous Service Advisor role would be preferred
- Proven experience in a customer service role would be essential
- Preferred previous experience of working with budgets and statistical data

Computer skills:

- Microsoft Office: Essential
- Excel: Intermediate
- CD-UK (Kerridge) Preferred
- GA Online

Specific knowledge:

- In-depth knowledge of the motor industry

Language skills:

- English: Fluent

Education:

- Time served apprenticeship or equivalent experience (preferred)
- GCSE Maths and English or equivalent