

Service Advisor

A Service Advisor is the first point of contact with the customer and acts as a link between customer and other Service Department employees. Applicants interested in pursuing a career in workshop servicing and working as a member of a Service Department within a dealership and must be over 18 years of age. Applicants must also have a minimum requirement 5 Passes in Ordinary Papers at Leaving Certificate level or equivalent qualifications or relevant service or reception experience.

The primary tasks of a Service Advisor are as follows:

- Handle telephone calls and walk in requests from customer wishing to book service or repair work
- Determine workshop availability using the workshop loading or booking system
- Make suitable appointment for customer
- Liaise with the Parts Department to ensure that the correct parts are ordered for the job and will be available.
- Meet and greet the customer when they arrive with their vehicle.
- Establish a clear understanding of any symptom or problem the customer has with their vehicle. This information is obtained by questioning the customer about the vehicles performance, by a visual inspection or by a road test.
- Note any damage, scratches, missing hubcaps etc. Input all this information on the Job Card to assist the Technician to arrive at a final diagnosis.
- Complete Job Card with clear information on each piece of work to be completed by the Workshop.
- Verify method of payment and clarify what the customer must pay for.
- Organise a courtesy car for customer if appropriate.
- Liaise with customers while their vehicle is in the workshop to inform them of the estimate of the costs involved in any additional work and obtain authorisation for all such additional work
- Liaise with the Workshop to ensure that the customers' needs are communicated to the Technicians and negotiate any actions required to ensure that the Customers requirements are met.
- Ensure that the Customers vehicle is ready for collection at the pre-agreed time.
- When the customer arrives to collect their car, explain all service and repair work completed item by item and how this is reflected in the invoice.
- Notify customers when backorder parts become available, arrange appointment and schedule into workshop.
- Manage booking to maximise workshop productivity
- Assume some appointed duties of the Service Manager or other staff members in their absence
- Any other tasks that may be assigned on a temporary or permanent basis

The Service Advisor will report to the Service Manager, Aftersales Manager or Dealer Principal

