

Automotive Service Advisor – We're hiring

Not happy where you currently work as a Service Advisor?

Looking to get off the tools and use your knowledge?

Looking to start a career in the Automotive Industry?

WE ARE LOOKING FOR A GUN SERVICE ADVISOR TO JOIN OUR GROWING TEAM

- LUNCH SUPPLIED EVERY FRIDAY
- FUN WORK ENVIRONMENT
- CAREER DEVELOPMENT – TRAINED IN INDUSTRY BEST PRACTICE
- NO WEEKEND WORK

Do you feel your skills are currently undervalued?

Do you want to get off the tools but still work in the Automotive Industry?

Would you like to join a team that loves what they do and has fun doing it?

At Angus Car Service our people are our number one priority. Our team is made up of passionate, driven and fun loving experts, who are ambassadors of our authentic culture. As an exceptional Service Advisor you will be responsible for delivering the very best customer experience to our clients.

About you

- Being pro-active and a great communicator are your greatest strengths
- You're passionate about the Automotive industry
- You're a team player and exceptionally organised
- You'll live and breathe our people-first culture
- You hold a current driver's licence

A day in the life of your new role

- Providing an exceptional 5-star customer experience
- Communicating and working proactively with the team
- Invoicing, quoting and ordering parts
- Using your mechanical knowledge to assist customers and our team

Why you will love working with us...

- Working for a local award-winning business who is customer & team focused
- Team lunch supplied on Friday's & a pantry of snacks available
- Access to a training program to grow your skills professionally & personally
- No weekend work
- Team building days, rewards and quarterly planning to help you achieve your goals

To apply email us at [mechanicalrepairs@bigpond.com](mailto:mechanicalrepairs@bigpond.com) and tell us a bit about yourself, why you'd like to work with us and attach your resume.

**Remuneration – depends on experience**

# **JOB DESCRIPTION**

## **Position Objectives**

- Commit to the core values of Angus Car Service
- Act as the principal contact between the business and customers for repair and maintenance service on vehicles
- Ensure customer satisfaction
- Any other duties as requested by management

## **Position Responsibilities**

### **Customer Satisfaction**

- Greet customers promptly and courteously
- Maintain customer relations that ensures maximum customer satisfaction
- Establish and maintain clear standards for customer treatment
- Follow up and resolve all customer action reports in a timely and professional manner to ensure complete customer satisfaction

### **General**

- Record appointments requested by customers via Angus Car Service's appointments system
- Complete repair orders and other necessary documentation on arrival of customer
- Ensure the accuracy of customer details on repair orders and computer records and update where necessary
- Determine accurate estimate of cost, time when vehicle will be ready and method of payment
- Record and follow up the status of repairs to ensure that vehicle will be ready when promised
- Obtain authorisation verbally from customers when estimate of costs needs to be changed and when extra work is found to be necessary
- Attend to telephone service enquires and bookings promptly and courteously
- Establish, maintain and follow a system for back order parts on behalf of the customer
- Coordinate and cooperate with all other relevant team members to ensure the job is completed on time
- Carry out other tasks as required by management
- Write Repair Order's efficiently by asking appropriate diagnostic questions to identify customer needs and record all information accurately and legibly

### **Expense Control**

- Maintain accurate stock reporting
- Maintain parts credit register and return all incorrect or unnecessary parts for credit with suppliers in a timely manner to ensure accurate reconciliation
- Ensure cash sale repairs are paid for prior to releasing vehicle

### **Housekeeping/Safety**

- Maintain a high degree of product knowledge on all vehicles serviced and repaired by Angus Car Service
- Follow housekeeping, safety and security procedures that result in a safe and attractive working environment
- Maintain attractive customer lounge and reception areas
- Follow and comply with all the Angus Car Service's workplace health and safety procedures

**Quality**

- Maintain adherence to Angus Car Service's standards
- Report all customer concerns (internal and external) and conditions that are adverse to the operational efficiency of the business or achievement of quality
- Make suggestions for improvement as appropriate
- Achieve KPI results as set by management

**Performance standards for this position are met when:**

- Monthly KPI's, established with management, are achieved
- Total customer satisfaction is achieved with all customers
- No customer complaints arise which have been caused by or could have been prevented by the Service Advisor
- All customer concerns are attended to immediately
- All team members can read and understand information written on Repair Order's
- All internal procedures as directed by management are adhered to
- Communication with all other relevant team members is clear & co-operative to ensure the job is completed on time and accurately

The role can be physical in nature and involves standing for long periods of time, regular bending, twisting, lifting and reaching movements.

The role can also be psychologically demanding with deadlines, customer demands and concerns in a fast-paced environment.