

Thurlow Nunn

Role Profile Service Adviser	
This Job Reports to:	Service Manager
Who Reports to this Job	
Working with	General Sales Manager, Sales Manager, Sales Consultants, Parts Manager, Parts Advisors, Bodyshop Manager, Bodyshop Advisor, Sales Administration, Accounts
Overview of this job	<p>Achievements:</p> <ul style="list-style-type: none"> • Ensures customers are satisfied with their service/repair experience and the work completed leading to repeat business • Confidently up-sell additional work and services to customers <p>Customer Focus:</p> <ul style="list-style-type: none"> • Advises customers in relation to their vehicles' service and repair needs, handles their enquiries effectively and ensures that customers are handled professionally in all aspects of their interface with the Service Team
Criteria for Success	<p>This job holder must be measured by their:</p> <ul style="list-style-type: none"> • Sales of labour hours • Workshop efficiency • Customer satisfaction (SSS) • Accessory sales (e.g. Winter Care Kit)
Specific Tasks	<p>This job holder must be able to:</p> <ul style="list-style-type: none"> • Answer telephone and respond to customer enquiries • Skilfully encourage service enquiries to optimise service bookings • Collect relevant data from customers to facilitate the booking and to meet their individual needs (e.g. collect and deliver, courtesy car etc.) and qualify the customers service or repair requirements • Professionally greet the customer on arrival to the retail facility and reconfirm work required, note any additional work needed, check contact methods, arrange collection and delivery or courtesy car if required, establish method of payment and agree completion time • Offer refreshments for service customers who are waiting • Demonstrate controls on courtesy vehicle where appropriate and ensure relevant insurance paperwork is completed • Price additional work that has been notified by the technician, then updates customer of progress and additional work required • Notify the customer when their vehicle is ready for collection and if appropriate arranges a driver to collect customer or deliver their car • Create invoices for work completed and explain invoice to customer then recommend future work
Strategic	

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Personnel & Customers	<ul style="list-style-type: none">• Check courtesy car where relevant, and advise customer of location of vehicle in the car park• Send out customer satisfaction letters to all customers who have been in for service or repairs that day• Maintain good relationships with customers by meeting and exceeding their expectations• Answer customers' questions regarding technical problems with their vehicles, warranties, services, and repairs in a manner that is easily understood and does not use excessive technical jargon• Ensure that customers are aware of all products and services available with the aim of creating additional sales• Sell additional products, services, and repair work in a professional manner• Provide positive customer experiences in all instances.• Calm dissatisfied customers, resolve complaints with sensitivity, and involve others when needed• Arrange service bookings to optimise workshop efficiency whilst ensuring appropriate technicians are available to complete the customers job fully and to the right standard• Create the job card using the appropriate dealer management system• Create T-card or diary entry for visual impact regarding jobs booked• Pre-order parts where jobs are not routine, preventing any delay to the customers work• Allocate jobs to the workshop according to completion time and skills level required• Progress vehicle in the workshop to ensure timely completion• Give authority to technician to proceed with additional work when provided by customer• Receive payment from customers and process the payment according to retail facility procedures• Update computer system with details of future work• Prepare next day's job card/key tags, relevant forms and menu pricing for each job, and if appropriate, check the parts are available for technicians• Ensure a high standard regarding personal presentation and presentation of the retail facility in the service reception area at all times• Document all warranty work as per the manufacturers' requirements and the retail facility's policy• Ensure that all health and safety legislation and internal procedures are followed• Work to support other team members in the achievement of their objectives when asked to do so or required by their manager• Participate fully in measurement and feedback processes, to complete and return personnel documentation on time and to embrace personal training and development opportunities• Other duties may be undertaken from time to time• Duties may change over time and the job-holder will be expected to co-operate where such changes are reasonable
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<p>Knowledge and skills required</p>	<p>This job holder must have knowledge of:</p> <ul style="list-style-type: none">• Appropriate telephone techniques and etiquette• Safety policies and procedures• Automotive systems (e.g. understanding of basic vehicle layout, function, & location of parts)• Invoicing and billing processes and procedures• The retailer's procedures in handling transactions, including verifying customer account numbers• Manufacturer consultative customer handling processes• Warranty guidelines and how to accurately apply them to warranty service orders (warranty policies and procedures)• General office equipment (i.e. computers, phone systems, copiers, fax machines)• Competitors' service and repair price structures• The retail facilities organisational structure• Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial <p>And be able to:</p> <ul style="list-style-type: none">• Handle a high level of paperwork (documentation of payments, verification of accuracy of charges, etc.)• Pay attention to detail• Work independently, or as a member of the team when necessary• Work with large sums of money/cheques and use PDQ machine• Work in a busy, active, lively environment that can be challenging• Write clearly and legibly and to listen and document items accurately• Demonstrates a professional appearance and an enthusiastic attitude• Remain positive in stressful situations• Contact high level of telephone contact, including handling multiple phone calls• Manage varied flow of activity according to the time of day and the season of the year• Articulate customers requirements to technical personnel• De-jargon technical information for customers• Handle customer conflict with sensitivity and empathy
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Competencies	<ul style="list-style-type: none">• Establishing and Maintaining Relationships• Customer Orientated• Team working• Problem Solving & Decision Making• Continuous Improvement• Results Focused• Integrity• Flexible• Planning and Organising/Team Member• Communication• Numerate• Computer literate• Precise
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