

Service Advisor

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Company: Jago Consultants

Location: Hatfield

Category: other-general

Job Description

My client is a prestige car dealership in Hatfield, who are currently looking for a new Service Advisor to join their team.

If you're an experienced Service Advisor, ideally with recent dealership experience, we'd love to hear from you.

What you'll be doing as a Service Advisor

Advising potential, new and existing customers on which service or maintenance may be required to be performed on their vehicle

Ascertaining the customers' automotive problems

Providing a quality ownership experience at all times

Take bookings from walk in customers, upselling services and accessories

Prepare job cards, service and repair estimates

Tracking the vehicle through the workshop and updating the customer on progress

Prepare invoices and take payment

Conduct post service follow ups 24 hours after the customer has collected their vehicle

Requirements:

Customer service advisor is essential

Excellent customer service skills

Add-on / Up-selling is a large part of this role (Extended warranty / service plans / large up-sell value of additional work)

Organised and efficient in your work load

Must be PC literate and able to pick-up new computer systems easily

Must hold a valid driving licence

Salary : Basic up-to £34,000 OTE £40,000

Hours : No shift patterns. Monday to Friday 8.00am to 5.30pm and 1 in 4 Saturdays on a rota basis from 8.00am to 1.00pm with paid overtime

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Cross References and Citations:

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