

# United Kingdom Jobs Expertini®

## Service Advisor

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Company: Jago Consultants

Location: Winchester

Category: other-general

Job Description Customer Service Advisor needed in Winchester area. We are working with a Car Dealership in the Winchester area of Hampshire who are actively looking for a Customer Service Advisor to join their friendly team. Strong telephone skills needed. No Automotive experience necessary. Strong Customer Service and telephone skills background essential! Job Role – Motor Vehicle Customer Service Advisor Salary – around £24,000 basic plus bonus Hours – Mon to Fri 8am to 6pm plus 1 in 3 Saturdays 8am to 1pm Customer Service Advisor Duties include: Making outbound calls to customers to book their vehicles in for Service Covering the Service desk as and when required ensuring customers are aware of service and repair work required to their vehicles in a professional manner Advise on estimated costs of repairs and work to be undertaken Sell additional products as appropriate to customers' needs Advise on timescales and collection arrangements Produce job cards on in-house computer system Update customer and vehicle records Document all warranty work in accordance with manufacturer policy Preparation and completion of invoices For this Customer Service Advisor position you will have: Excellent telephone manner Previous experience within Customer Service is essential Enthusiastic and passionate about the motor trade Full driving licence Excellent communication skills Excellent Customer Service skills As a Customer Service Advisor you will ensure the highest standard of courtesy and professionalism when interacting with customers and members of the public. In particular my client is looking for someone with strong customer service skills who has excellent customer rapport and can deliver great CSI results, along with being confident with up-sell opportunities.

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