



## EUROTECHNIK.

**Position Description:** Service Advisor

**Position Overview:**

As a Service Advisor, you will be the primary point of contact for customers who require maintenance or repairs for their vehicles. Your role will involve coordinating service appointments, providing accurate cost estimates, addressing customer enquiries, and ensuring a smooth and satisfactory service experience. This position requires strong communication skills, automotive knowledge, and the ability to work effectively in a fast-paced environment.

**Responsibilities:**

- Greet customers in a friendly and professional manner, promptly assessing their automotive service needs.
- Consult with customers to understand their concerns and vehicle symptoms, documenting relevant information accurately.
- Schedule service appointments and coordinate with technicians to ensure timely completion of repairs or maintenance tasks.
- Provide customers with accurate and detailed cost estimates for service and repairs, explaining the work to be performed and any necessary parts or components.
- Communicate with customers throughout the service process, providing updates on the status of their vehicles, additional repairs required, and estimated completion times.
- Address customer enquiries, concerns, and complaints promptly and professionally, striving to achieve customer satisfaction.
- Maintain detailed records of customer interactions, services performed, and associated costs, ensuring accurate billing and documentation.
- Collaborate with staff to order necessary parts and ensure their timely availability for service appointments.
- Maintain a clean and organized service area, ensuring a professional and welcoming environment for customers.

**Qualifications:**

- Proven experience as a Service Advisor or a similar customer service role in the automotive industry.
- Excellent interpersonal and communication skills, with the ability to explain complex automotive concepts to customers in a clear and concise manner.
- Exceptional customer service skills, with the ability to build rapport and establish long-term customer relationships.
- Proficient in computer systems and software applications, including service management software and basic MS Office tools.
- Detail-oriented with strong organizational and multitasking abilities to manage multiple customer enquiries and service appointments simultaneously.
- Ability to work effectively under pressure in a fast-paced environment.
- Valid driver's license with a clean driving record.



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**Benefits:**

- Competitive salary and performance-based incentives.
- Employee Assistance Program access to you and your immediate family
- Ongoing training and professional development opportunities to grow within the company.
- Fun, supportive, and collaborative work environment.

We are a unique team with a great culture and love a good sense of humour! We have worked hard to be a well-known, respected, European Vehicle specialist and we are looking for someone who is aligned with our core values and share our ethos of dedication to delivering outstanding customer service.

**We provide professional training and development opportunities to our valued staff members and are always looking forward to improving ourselves professionally and personally. We hope that each individual can fulfill their career goals and be the highest performer they can be.**