

Service Advisor / Parts Interpreter

Nedlands, Perth WA

Full time

\$75,000 – \$85,000 per year + super + bonus

Immediate Start Available

We are on the lookout for another experienced Service Advisor to hit the ground running. These roles offer an exciting opportunity to be part of a dynamic, expanding team. If you're looking for a fast-paced, people-focused role that keeps you engaged and learning, this is your moment to jump in and grow with us. This role would be based in Nedlands but working with both the Nedlands and Subiaco teams. You would have the benefit of working with a high performing, experienced team and you will have the support from all Euro Technik Service Advisors and workshops.

Euro Technik is passionate about luxury European vehicles and committed to exceptional service. With three successful workshops in Perth, and our recent industry award recognition - we are one of Perth's premium servicing centres including hybrid and EV vehicles.

What We're Looking For:

Service Advisor / Parts Interpreter.

We seek a dynamic, experienced Service Advisor / Parts Interpreter to join our team. This pivotal role ensures top-notch service and support, offering a busy, varied, and enjoyable workday. If you love European cars, excel in customer service, communication, and thrive in a fast-paced environment, we want you!

You will be able to demonstrate your 2 years + experience in the automotive industry, exceptional organisational skills, ensuring stock levels and ordering systems remain up to date and be a positive team player, collaborating with the team ensuring Euro Technik remains a great place to work.

In-depth knowledge of **European vehicles and their parts is a significant advantage.**

Key Responsibilities:

Customer Service Excellence:

- First point of contact for customers, greet customers warmly, listen to their needs, providing expert advice on servicing and repairs ensuring you are booking in the right jobs for the workshop.
- Maintain our commitment to excellence and customer satisfaction.

Parts Interpretation:

- Accurately identify and source parts for European vehicles.



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- Maintain comprehensive knowledge of European vehicle parts and systems.
- Ensure the timely and efficient ordering, stocking, and distribution of parts.

High-Level Communication:

- Communicate effectively with customers, technicians, managers and suppliers.
- Provide clear, concise, and accurate information regarding vehicle issues, service timelines, and costs.
- Keep customers informed throughout the service process, ensuring transparency and trust.
- An understanding that we are nothing without our customers and their satisfaction is paramount.

Time Management and Organisation:

- Optimize workshop efficiency with effective scheduling for the Technicians.
- Manage parts inventory and procurement efficiently.
- Prioritize tasks effectively to meet customer and workshop needs.

Team Collaboration:

- Work closely with Technicians and support staff to ensure smooth operations.
- Foster a positive work environment that supports teamwork.

What We Offer:

- A supportive environment: Join a professional team that values hard work and growth.
- A workplace where your input really is valued, and you can grow professionally.
- Continuous learning and career development. We close for internal team training
- Investment in your growth and career progression.
- State-of-the-Art Facilities: Work in modern workshops with cutting-edge technology.
- Customer-Centric Culture: Be part of a company committed to excellence and customer satisfaction.
- Quarterly Profit share and employee assistance program – also free for immediate family

Are you ready to make a difference in the automotive industry? Apply now! Send your resume and a cover letter explaining why you're the perfect fit for Euro Technik.