CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	**Service Advisor**
LOCATION:	**Haywards Heath Volkswagen**
DEPARTMENT:	**Service**
HOURS OF WORK:	**8.00am to 6.00pm Monday to Friday** **8.30am to 12.30pm Saturdays on a rota basis**
SALARY:	**Commensurate with skills and responsibilities**

MAIN PURPOSE OF JOB:

To deal with customers at the front counter and over the telephone, recording their requirements as required in a professional & polite manner.

Obtaining relevant information from the customer & transferring this information to a repair order for technicians to operate from.

Maintaining customer satisfaction & communication at all times.

Loading work diary using Labour hours available, in accordance with procedures.

Selling additional work & services available.

Under current Financial Conduct Authority (FCA) Regulations for Selling Insurance, it is a requirement of this role for candidates to either provide certified proof of 'competency', or for those candidates without the relevant certification to receive training on commencement and pass the associated 'competency' assessment.

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

Service Manager

1.2) Relationships with:

All branch staff and customers.

External inspectors and suppliers.

2) OBJECTIVES AND KEY TASKS:

To ensure a robust implementation of Service and MOT reminders via various communication channels.

Contact all customers with outstanding work aiming to make appointments and reservations via our approved systems..

To administer and follow up Caffyns and Manufacturers Service Plans.

To ensure all appointments and reservations made are added to the Caffyns Database.

To update the Caffyns database with changes to customer details and new service and MOT dates.

To capture customer email addresses and assist in increasing the customer database.

To answer incoming telephone enquiries

Looking after individual customers in line with branch procedure.

To deal with customers' requirements for servicing and repair work, in an efficient and courteous manner.

To ensure that sales and warranty work is carried out in line with branch policy.

To ensure that customer requirements are accurately described and recorded on the 'job card' and that the customer has authorised all necessary work.

To ensure and promote excellent customer service at all times.

To obtain payment for all service work and repairs prior to collection of the vehicle.

To maintain communication with the customer whilst their vehicle is at the branch.

Explain the details of their invoice to the customer, including a full explanation of the work carried out, giving a copy of the invoice to the customer and escorting the customer to their car.

To actively sell extra work found during servicing and repairs and actively promote the sale of accessories.

To make the customer aware of any defects and ensure that they sign the invoice that has them noted.

To note on the 'job card' any parts supplied by customers and also note them on the final invoice.

To keep customers informed of any delays and that the 'job cards' are costed daily.

Advise the customer on any future requirements for their vehicle.

Arrange for completion of an estimate for accident damage or any other repairs, subject to customer request, or in the event that the cost of the repair will exceed the value of the vehicle.

Liaise with the Sales Department with any opportunity to promote the sale of new/used vehicles.

To attend manufacturers and company training courses and familiarise with office and IT equipment and procedure.

To seek marketing ideas and present them to the Service Manager and to actively promote service marketing promotions to help increase Service Department sales.

To monitor any 'pending' jobs.

To pre-order parts in time for customer reservations.

To follow up parts waiting fitment.

To keep a daily/weekly log of repeat work visits.

To assist in planning drivers' collection and delivery itinerary.

To keep a tidy desk policy in line with other Service Advisors, and to keep the Reception area clean at all times.

To check 'work in progress' monitoring throughout the month

To ensure that all car keys are locked in the 'key cupboard' at all times.

To administer the reservation and loan procedure for ‘courtesy cars’.

Work as part of a team to maximise the customer bookings to achieve monthly departmental revenue targets.

3) ADMINISTRATION:

To ensure that all clerical procedures within the Service Department are carried out in accordance with company policies.

To ensure that the company’s Health and Safety policy, procedures, records and notices are complied with at all times.

To ensure that the Service Department’s computer equipment and storage areas are safe and properly maintained at all times.

To resolve any service complaints quickly and effectively, or refer them to the Service Manager as appropriate.

4) COMMUNICATION:

To maintain good communications with all departments and staff.

Maintain close relationships with the manufacturers, suppliers, statutory representatives and all other business related contacts.

To advise the Branch Manager and managers on all related matters of importance.

5) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder including any other duties commensurate with the post as requested by the Service Manager or Branch Manager.

6) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company policy and procedures.

7) HEALTH AND SAFETY:

Caffyns has an obligation under the Health and Safety at Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

All employees must read and adhere to the relevant sections of the Caffyns Health and Safety procedure.

8) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment and company policies and procedures, as amended from time to time and as governed by statute.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Service Advisor

Person Specification
Service Advisor
Haywards Heath Volkswagen

QUALIFICATIONS

Essential
3 GCSE at Grade C or above (or equivalent) including Maths and English.
Full UK driving licence

Desirable
NVQ/SVQ levels 2 and 3 in Customer Service.
Certified proof of competency in accordance with FCA regulations for selling insurance or willingness to undertake training

SKILLS REQUIRED

Essential
Able to work efficiently with the public
Able to convey information clearly & succinctly whether verbal or written
Able to establish effective working relationships with varied personnel
Able to work independently demonstrating initiative and pro-activity
Able to demonstrate sensitivity, diplomacy and tact
Able to persuade negotiate and influence others
Flexibility to cover absences of similar role
Good computer skills
Excellent organisational skills
Able to prioritise

Desirable
Some mechanical knowledge
Word processing/ spreadsheet skills

PERSONAL ATTRIBUTES

Essential
Smart appearance
Excellent telephone manner
Able to maintain confidentiality
Ability to sometimes deal with difficult, impatient or distressed people
Efficient and well organised
Punctuality
Flexibility

Desirable
Interested in the work of the organisation