

**Job Description
Worthing Volkswagen
Service Advisor**

JOB TITLE:	Service Advisor
LOCATION:	Worthing Volkswagen
DEPARTMENT:	Service
HOURS OF WORK:	8.00am - 6.00pm Monday to Friday 8:30am – 12:30pm Sat 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. Utilising labour hours available. Selling additional work and 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 all appointments and reservations made are added to the Caffyns Database.

To ensure daily targets set by Service Manager are met.

To ensure all daily/weekly/monthly targets for selling additional products and services are met.

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 any incoming telephone enquiries

To ensure all customer complaints received are actioned immediately, to include communicating to the relevant employee and follow up to ensure a satisfactory conclusion is obtained.

To provide an excellent level of customer service at all times.

Looking after individual customers in line with branch procedure

To deal with customers' requirements for servicing, repair and sub-contract 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 obtain payment for all service work and repairs

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.

Load work for the Service Department in accordance with procedure.

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.

To actively sell extra work found during servicing and repairs

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.

To promote the sale of accessories

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

To ensure that all monies are collected from 'non-account' customers prior to collection of the vehicle

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

To efficiently take customer telephone and personal bookings and to make a reservation for repairs

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

To monitor any 'pending' jobs

To pre-order parts in time for customer reservations

To follow up parts waiting fitment

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 book out and control 'courtesy cars' in line with the Company Procedure

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

Contact all customers with outstanding deferred work aiming to make appointment and reservations

To carry out outbound calls for Retention Process aiming to make appointment and reservations

3. ADMINISTRATION:

To ensure that all clerical procedures within the department are carried out in accordance with Company policies.

To ensure that the Company's Health & Safety policies, procedures, records and notices are complied with at all times.

To ensure that the department's computer equipment and storage areas are safe and properly maintained at all times.

To resolve any service complaints quickly and effectively by referring them to the relevant 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 General Manager and other 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 General 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 & 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).

Andy Stephens
Service Advisor
16th February 2015

QUALIFICATIONS

Essential

Full UK driving licence

SKILLS REQUIRED

Essential

Able to convey information clearly and succinctly whether verbal or written

Excellent time management skills

Ability to establish effective working relationships with varied personnel

Ability to work in a customer focused manner

Ability to self-prioritise workload according to the business

Excellent telephone manner

Ability to follow all Departmental Processes

Desirable

Experience of working within a Service Department

Experience in dealing with customers

Ability to upsell additional products/services

PERSONAL ATTRIBUTES

Essential

Commitment to Caffyns aims and objectives

A professional and smart appearance at all times

Efficient and well organised

Ability to maintain confidentiality

Ability to sometimes deal with difficult, impatient or distressed people

Self-motivated and able to work as a part of a team

Ability to work under own initiative

Service Advisor

Worthing Volkswagen

Created by: Andy Stephens

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