

Schedule One

POSITION DESCRIPTION

Title Service Advisor

Reports to Service Manager

Principal Accountabilities:

1. Timely and accurate operation of all service department administrative systems and procedures including:
 - a. Customer bookings, enquiries and complaints.
 - b. Customer reception, service invoicing and cash payments.
 - c. Outwork and warranty claims.
2. Courteous, efficient handling of customers always whether face-to-face, by telephone or email.
3. Act as the communication link between customers and service department personnel.
4. Undertake all service customer follow-up.

Responsibilities:

1. Promptly and courteously attend to customer enquires whether at service reception or by telephone.
2. Accurately record all service bookings by customers while monitoring workshop loadings to achieve a balance between an even workflow and meeting customers' needs.
3. Identify the work the customer requires and ascertain how they will pay for the work.
4. Ensure all Repair Orders are fully completed at the time of booking, including checking for warranty actions, parts ordered and the Repair Order printed and filed. Review the day prior, ready for Parts department to check for service parts requirements.
5. Receive vehicles for service:
 - a. Confirm with the customer the details recorded on the Repair Order (where the vehicle is pre-booked) and identify any opportunities for additional work associated with the customer's service request.
 - b. Walk around the vehicle to identify opportunities for additional work that the customer may have missed (e.g. expired WOF, worn tyres, cracked head/taillight lens etc).
 - c. Obtain the customer's signature on all Repair Orders.
6. Liaise closely with the Service Manager to ensure that agreed vehicle availability times are able to be maintained. Where completion is likely to be delayed advise the customer of the revised availability time and the reasons why.
7. In the event of additional work to that authorised being required, obtain the customer's authority (by confirming email where possible) before the additional work is started.
8. Ensure that all labour hours, parts, consumables and outwork expended on each job are recorded for use in producing the customer invoice.
9. Prepare the invoice of the charges made before producing the final customer invoice. Make any adjustments to the invoiced charges as required. Ensure that the work undertaken is **fully** described on the invoice or otherwise on supporting documentation.
10. Ensure that the invoice is available for payment by the customer upon collection of the vehicle and ensure that every customer is appropriately briefed on the work undertaken and the charges made.

11. Operate all company procedures for encouraging customers to pay cash.
12. Reconcile outwork invoices to the appropriate Repair Orders and check invoice charges against the estimates/quotes which were used as the basis for calculating outwork charges on the customer invoice.
13. Identify warranty claims on the distributor taking care to do all that is necessary to achieve maximum permissible return to the dealership.
14. Attend to all complaints promptly and courteously and where required promptly refer the customer to the Service Manager.
15. Ensure that the reception area is maintained in a tidy manner and presents a professional image at all times.
16. Operate all service department information systems in a timely and accurate manner
17. Undertake such other duties as are required to achieve the principal accountabilities of this position or as instructed by the Service Manager from time to time.