



Position: Service Advisor
Business Unit: Garden City Motors
Location: Pietermaritzburg
Reporting to: Service Manager

Overview: Job purpose and deliverables

Core purpose of the role

The core purpose of this position is to maintain excellent service levels and maintain sales levels as required by budget. To be successful in the role, you would have a passion for customer satisfaction and building good relationships and acting as an advisor to your clients. You would be assertive but remain diplomatic in your approach, and maintain productivity levels and up-selling.

Key deliverables and outputs

Offer all possible add-on sales to increase revenue and maintain an optimised parts sales ratio

- Obtain all relevant & accurate information from the customer; follow-up with customers for whom parts were ordered
- Ensure that warranty work is done in line with manufacturer's warranty policies & procedures
- Adhere to dealership policies/procedures
- Confirm payment method and obtain payment authorisation before work starts
- Adhere to all Franchise Core Standards
- Ensure adherence to procedures and time requirements
- Monitor and control cash sales outstanding, correct payments obtained and debtor's queries controlled
- obtain a signed indemnity letter for loan cars; copy of ID document and license obtained
- Keep the customer informed of progress at all times and follow on work required; customer contacted at least twice in course of the day
- This position also cost Job Cards and ensure accuracy at all times, and maintain effective liaison and professional relations with workshop staff

Overview: Essential individual competencies to be successful in the job

Academic qualifications

Essential:

- Matric Certificate
- Unendorsed driver's license

Advantageous:

- A technical/orientation will be an advantage, as well
- As the ability to speak a number of languages
- Service Advisor Qualification

Work experience

Essential:

- Computer literacy
- Kerridge systems experience is essential
- Warranty policies and procedures
- Previous experience
- Service advisor experience

- Ability to work without close supervision
- Fluent and clear communication
- Professional telephone etiquette
- Ability to up-sell
- Time management

Personal Attributes

Essential:

- Willingness to work flexible hours/overtime
- Professional appearance & 1st impressions
- Attention to detail
- Sense of urgency

Requirements:

- Willingness to work flexi hours/overtime
- Proof of targets/units/GP achieved 6 months
- 3-5 years' experience

APPLICATIONS MUST BE FORWARDED TO:

APPLICATIONS MUST BE FORWARDED TO: NMI RECRUITMENT ON, OR BEFORE: 5th January 2024 Email: recruitment@nmi.co.za

When submitting your application, please indicate the vacancy and location you are applying for in the email subject-line. Any employee who considers this opportunity must inform his/her Manager prior to applying/attending an interview. Should you not receive a response in 10 days, please consider your application as unsuccessful as well as Selection will be done in terms of the company's Employment Equity Policy