Position: **Service Advisor**
Business Unit: **Toyota**
Location: **Middelburg**
Reporting to: **Service Manager**

Overview: Job purpose and deliverables

NMI is looking for a customer-focused Service Advisor to manage service bookings, communicate with clients, and ensure smooth workshop operations. If you're organised, professional, and passionate about delivering excellent service, apply now.

Purpose of the role: The core purpose of this position is to maintain excellent service levels and maintain sales levels as required by the 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 optimized 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 the manufacturer's warranty policies & procedures
- Adhere to dealership policies/procedures
- Confirm payment method and obtain payment authorization 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 control debtors' queries
- Keep the customer informed of progress at all times and follow up on work required; the customer is contacted at least twice during the day
- This position also involves issuing Job Cards and ensuring accuracy at all times, and maintaining effective liaison and professional relations with workshop staff
- WIP to be kept under 30 days
- Roadside assistance and Workshop M4T adherence rate are met as per the manufacturer's requirement on all brands, and ensure time stamps are updated.
- Ensuring that the RNR app is updated
- All dealer breakdowns are authorized, and orders are issued timeously
- Standby roster to be maintained
- Standby job cards to be amended and updated daily
- MB Uptime to be managed

Overview: Essential individual competencies to be successful in the job

Academic qualifications:

- Matric Certificate
- Unendorsed driver's license
- A technical qualification/orientation will be an advantage

Work experience:

- Kerridge Systems experience is essential
- Warranty policies and procedures
- Ability to up-sell
- 2 – 3 years' experience

Knowledge and Skills:

- Kerridge systems experience is essential
- EVA
- Computer literacy
- Fluent, clear English communication
- Ability to speak several languages
- Helpful and supportive behaviour in interactions
- Ability to build positive relationships
- Warranty policies and procedures

Behavioural Attributes:

- Fluent, clear English communication
- Ability to handle difficult customers
- Customer service orientation
- Ability to build positive relationships
- Helpful and supportive behaviour in interactions
- Professional telephonic etiquette
- Ability to up-sell
- Attention to detail
- Sense of urgency
- From the Job Model (skill or attribute)
- Professional appearance & 1st impressions



Level of Decision-Making	Level of Problem Solving
Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).	Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 06 November 2026
Email: Recruitment@nmi.co.za
Please Use Reference: Service Advisor – Toyota Middelburg
Any internal 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 Selection will be done in terms of the company's Employment Equity Policy