

**How to use this guide**

The HR Toolkit Job Descriptions are provided as a generic overview and guidance, they are not definitive examples of any role within the automotive retail industry. Please feel free to copy and paste the format and then tailor to the specific requirements of your business.

**Service Advisor**

**About the business:** *[Tell candidates about your business for example: when it was formed, scale of your operation, any awards received, what you actually do and any future plans you can share]*

**Job title:** Service Advisor

**Location:** *[Candidates expect to know where they will be based geographically]*

**Reporting to:** *[Candidates should know their reporting line]*

**Salary expectations:** *[Salary ranging from £20k-26k + potentially OTE , + Benefits]*

**Reason for role:** *[Candidates often like to know why the role is being advertised, it can help them to prepare for interview and potentially look to your business as a preferred employer. Reasons could include: expanding the team, development from within creating an open role, expansion of the business, new role etc.]*

**Role description:** *[You must be clear on the main tasks of the job role]*

Our Service Advisors are experts in building warm, trusted relationships with our customers. You will effectively be a relationship manager between the customer and the workshop, ensuring customer satisfaction levels are outstanding. Our service advisors are responsible for setting customer expectations, gaining approval for work to be carried out and keeping the customer informed. A large part of the Service Advisor position involves:

- Being the first point of contact for our customers, in a friendly and courteous manner throughout the day
- Using internal systems to book vehicles into the workshop
- Liaising with the technical workshop to keep track of the vehicles' progress and ensuring the vehicle is ready at the promised time
- Providing exceptional customer service, including establishing customers onward travel arrangements, updating customers whilst their car is in our workshop, handing over vehicles after service work and maintaining ongoing relationships
- Maintaining thorough product knowledge and updating your knowledge through manufacturer led training
- Adopting a sales approach regarding upsell.

## Generic Job Roles: Service Advisor

- Working to manufacturer customer satisfaction targets

**Person specification:** [*This details what you are looking for in a candidate e.g. their experience, personal attributes and other key factors such as working to targets*]

- Exceptional customer service with acute attention to detail
- Comfortable working to deadlines and targets
- Strong teamwork and relationship building skills
- Confident and professional communication skills
- Experience in automotive retail industry is preferred but not essential
- Able to manage and prioritise workload
- Full, clean UK Driving License

**Key Benefits:** [*You may want to highlight key benefits e.g. competitive salary, company pensions, bonus, holiday allowance, training and development opportunities etc.*]

**Benefit packages can include:**

- Discounts on new and used car
- Contributory pension scheme
- [XX] days holiday
- Award winning In-house and manufacturer training
- Great career development opportunities

**Seniority level:** [*Candidates will look to this to see if they are at the right level in their careers in order to apply*]

Entry Level/Junior/Experienced/Middle Manager/Senior Manager/Director Level

**Disclaimer:** Additional tasks may be assigned from time to time that should not make material changes to the employee's responsibilities. This job description does not constitute a contract of employment.