

Service Adviser Role

We are looking for a Service Adviser in an automotive mechanical workshop with experience in customer service that could evolve towards management positions.

Being one of the most well known car maintenance service providers in Noosaville, recognised for our professionalism, we offer our team members the means to develop their skills to create new opportunities.

We are committed to the company's values of diversity and professional equality between men and women.

Under the responsibility of the workshop manager (employer), you will have to establish the link between the workshop and the customers.

Benefits

- Competitive above award rates plus overtime and bonuses
- Weekdays only, NO WEEKEND WORK
- Uniforms for your convenience
- Inhouse training and further training offered

Tasks and duties

- Providing quotes for vehicle service and repair.
- Determining customer requirements and assisting in the selection of solutions.
- Developing and maintaining relationships with customers.
- Assisting customers with enquiries, bookings and service scheduling over the phone, in person and via email.
- Processing orders, invoices and payments.
- Liaising with customers, sales representatives and service technicians to determine repair and service timelines.
- Arranging loan vehicles for customers.
- Operating specialised automotive computer software.
- Research and order parts, dispatch them between working stations.
- organise the drop-off and return of the vehicles.
- Full time position from Monday to Friday, from 09:00 until 17:00.(part-time will also be considered)

Seeking profile:

- Experience in customer service (2 years minimum).
- Not necessarily looking for someone that has experience in this trade (every profile will be examined).
- Prioritise quality customer service.
- Eager to learn.
- Ability to work autonomously and take initiative.
- You are rigorous with great communication skills.
- Team work.

Your application will include the following questions:

- Which of the following statements best describes your right to work in Australia?
- How many years' experience do you have as a service adviser?
- Do you have a current Australian driver's licence?
- Do you have experience performing automotive vehicle services?