**Appendix A**

**Position Description**

**Service Advisor**

**Reports to:** Service Manager **Updated:** February 2020

**Position Purpose:** To assist with the day-to-day requirements of Service Reception whilst ensuring that a high level of customer satisfaction is achieved. Promote the Service Departments capabilities and strengths to achieve retention and growth in service market share. To assist in achieving the Service Department sales targets.

**Internal Relationships:** Service Manager

Service Advisors

Service Foreman

Service Technicians

Other Cooke Howlison Toyota Staff

**External Relationships:** Toyota NZ

Clients

Service Providers

**Key Result Areas**

* Welcome all customers in a professional manner ensuring they receive prompt and courteous attention at all times.
* Maximise service sales and productivity by ensuring Toyota Customer First principles are followed.
* Ensure the Service Department contributes to customer satisfaction by providing optimal customer care.
* Support implementation of strategies to affect a positive improvement rate in Service KPI.
* Promote the Service Department’s capabilities and strengths to promote customer retention and growth in service market share.
* Contribute to achieving KPI goals by ensuring proper execution of customer service and repair requirements and vehicle delivery on time.
* Ensure speedy maintenance and repair by clearly determining customer needs and communicating these to the Foreman to ‘fix it right the first time’ and deliver the vehicle on time.
* Accurately determine if repairs are to be covered by New Vehicle or Extra Care Warranties so that customers receive the full benefit of the protection provided.
* Promote and increase labour sales and the sale of Toyota and Lexus genuine parts, oils and fluids.
* Achieve the targeted appointment rate.
* Phone no shows & rebook (Daily within half hour of booked time)
* Maintain excellent and open communication with the Foreman and clients about job progress and completion.
* Contribute to the sale of franchise products (e.g. New and Signature vehicles, Extra Care products, genuine parts, accessories, oils and fluids).
* Help achieve Service Department sales targets.
* Maintain Service Department Toyota Customer First operational standards.
* Be an integral member of the Cooke Howlison Toyota Team
* Check parts waiting to be fitted & phone to make a booking with the customer (Daily)
* Work with Foreman to ensure smooth flow of job card processing
* Release job cards as needs dictate
* Any other duties as delegated by the Service Manager

**Customer Service**

* Work to ensure Cooke Howlison Limited meet clients needs
* Demonstrate a personal commitment to customer service
* Consistently comply with Toyota Customer First franchise standards
* Project a positive image of Cooke Howlison Limited through attitude and behavior

**Communication**

* Communicate effectively with staff and clients both verbally and in writing
* Project a professional, caring and friendly image
* Communicate ideas and opinions clearly and logically
* Address the issue rather than the person when putting forward a point of view
* Keep staff, clients, and managers informed of progress, problems and achievements

**Team Member**

* Support team members, providing assistance and helping to create a team spirit
* Communicate effectively with other team members
* Understand team goals and work toward these
* Actively participate in monthly department meetings

**Planning & Organisation**

* Establish priorities and concentrate on critical issues
* Anticipate work volumes and develop plans accordingly

**Person Specification**

**Education, Training & Qualifications**

* To participate in Toyota NZ TSA21 training
* Knowledge of Toyota franchise policies including new vehicle warranty, Extra Care warranty and service plans, servicing requirements and schedules
* Toyota and Lexus product knowledge including familiarity with vehicle models

**Skills & Attributes**

* Strong commitment to providing top quality customer service
* Mechanical knowledge
* Effective communication and interpersonal skills
* Enthusiastic and motivated personality
* Strong organisation skills with the ability to prioritise tasks to meet deadlines
* High attention to detail
* Honest and reliable
* Possess good people handling and leadership skills
* Ability to relate to clients from all walks of life
* Must be a team player
* Ability to work well under pressure