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Job Description

**SERVICE ADVISOR**

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| Dealership  | **Coast Toyota** |
| Department | **Service** |
| Location | **Greymouth** |
| Reports to | **Service Manager** |

BUSINESS GOALS

The dealerships overall business goals are to:

* Provide outstanding products and services
* Make a reasonable profit by selling them
* Build a constantly growing base of loyal customer advocates who promote our Store and Toyota to their friends, and who come back to buy and service again and again.

PURPOSE OF THE JOB

The main purpose of the Service Advisor’s role is to create a customer first experience for every customer by understanding their needs and providing the right services when they need them. To do this the Service Advisor needs to work across the dealership actively supporting the Parts, Sales and Administration department’s at all times to deliver these services.

KEY RESPONSIBILITIES

* Greeting customers and dealing with queries face to face, over the phone or by email in a professional and timely way, actively promoting the services and benefits of the Service and Parts Departments to all customers.
* Reviewing and accurately advising customers on the customer’s vehicle service and repair requirements including providing clear cost estimates, indication of time vehicles are required to complete the job and accurately applying New Vehicle and Extra Care warranty policy to determine if repairs are covered.
* Providing exceptional customer service that follows the Customer Interaction processes utilising Toyota’s “ Customer First Process.
* Coordinating and booking service appointments for customers, including proactive follow ups and analysing their needs to recommend the right options.
* Liaising with other departments to ensure services are carried out as agreed with the customer (quality, services, time frames) and to resolve any customer issues or problems.
* Completing the required paperwork clearly and correctly as agreed with the customer and regularly keep databases and other systems updated with correct information up to date.
* Enable prioritising waiting customer, repeat repair and carry over jobs by clearly identifying these as such on R/Os.
* Receive R/Os for completed jobs back from the Service Manager then ensure each vehicle is clean and ready (including service reminder label and service record book updated and QC check completed) for delivery back to the customer.
* Monitor work progress and keep customers informed of changes to costs, completion times and additional work requirements.
* Sell the available technician hours for each day by utilising the appointment system, accepting walk-in jobs and scheduling internal jobs.
* With the Service Manager jointly review the bookings/appointments for the day, determine daily available manpower capacity based on the total hours of the available technicians and plan the work schedule for the day (this will largely be driven by the appointment scheduling).
* Following Toyota and dealership policies and processes.
* Attend Service staff meetings and contribute appropriately.
* Data Entry – Service, Warranty Extracare Invoicing
* Carrying out other service related tasks as reasonably requested by manager.
* Carry out other duties as required
* Engage in our Enviromental programme (Toitu) and policy.
* Be a Team Player.

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| **KEY COMPETENCIES**  |
| Communication***Demonstrates the ability to express themselves clearly and listen actively, and communicate an empathic awareness towards a diverse range of people to better understand their needs.*** | * Demonstrates an open and honest assertive communication style that focuses on being fair and respectful -“tell no lies – big or small”
* Displays a friendly, caring and enthusiastic manner through good use of tone, eye contact and open body language in all face to face interactions
* Communicates clearly and in a friendly, caring and enthusiastic manner over the phone or via email and always provides their name to the person
* Displays exceptional active listening skills through the use of reflective listening, taking notes, using the person’s name and empathic short replies
* Communicates effectively with a diverse range of people by tailoring communication to the listener and situation
* Is able to adapt communication style to take into account the listener’s level of technical knowledge enabling them to clearly understand any issues and recommendations
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| **KEY COMPETENCIES**  |
| Accountability***Demonstrates a logical approach to solving problems, taking full ownership of customer issues and seeing things through to completion.*** | * Demonstrates effective questioning skills by using open and probe questions to gain relevant information to identify the issue and any root causes
* Thinks outside the box by assessing the situation, considering all options and points of view, and is open to new ideas when resolving problems
* Takes responsibility and sees things through to completion by overcoming roadblocks, using a ‘no blame’ approach and checking the customer (internal or external) is satisfied with the outcome
* Owns up if a mistake has been made, regardless of where it was made in the store, and takes action to personally resolve the error
* Considers the full range of factors when making decisions, and once a decision is made ensures that it is implemented effectively
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| Delivers Results***Focuses on results and desired outcomes and how best to achieve them. Gets the job done on time and to agreed standards.***  | * Agrees clear, challenging, and attainable targets and expectations and takes action to achieve these
* Pays attention to detail and ensures work is accurate and of high quality
* Demonstrates good product knowledge “knows their stuff” and uses this to deliver results
* Organises own and if required others work to make sure that tasks are managed and completed on time without the need for follow up from others
* Works as part of the wider dealership team and is able to ask for, or provide help when needed, to create a customer focussed experience
* Follows the dealership processes, and if something out of the ordinary is required, doesn’t use the process as an excuse, rather involves the appropriate people to get the situation resolved satisfactorily for the customer and the dealership
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| **KEY COMPETENCIES**  |
| Customer Care***Demonstrates a genuine interest in satisfying the needs of and developing long term relationships with customers. Understands the Life Time Value of a customer and the importance of customer retention*** | * Is passionate and committed to customer service and their role in providing a “Customer First” experience
* Demonstrates a good understanding of and can follow the Customer Interaction Process
* Displays a genuine interest in understanding the customer, their lifestyle and their needs and presents appropriate solutions that meet these needs - “is able to walk in their customers’ shoes”
* Takes actions to make it fast and easy for customers to do business with the dealership
* Goes the extra mile for customers by doing what is more than normally required in a situation
* Keeps customers informed by ensuring regular and consistent contact and follow up
* Puts the customer in control by providing options, choices and information that are relevant and timely
* Is physically and mentally available when dealing with customers
* Effectively builds strong relationships and loyalty with customers by “doing what you say you’ll do when you say you will”
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| Self-Awareness ***Demonstrates an awareness of how they come across to others and is able to adapt and change behaviour to improve own performance*** | * Creates a positive and professional image through standard of dress and grooming
* Demonstrates a high level of resilience and can effectively cope with situations that can be difficult or stressful
* Demonstrates the ability to be flexible and adapt to changing circumstances in a positive manner
* Is open to receiving constructive feedback to improve performance
* Takes actions to develop own skills and capabilities to improve performance
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