

Job Description

Company	Northern Gulf Trading Company
Job Title	Service Advisor
Dept.	Main Service Department
Reports to	Service Manager

Responsibilities

- *Maintain a service appointment list.*
- *Obtain the customer's approval and signature after first making sure the customer understands the dealership payment policy.*
- *Contact the customer for authorization whenever the repair order needs to be extended beyond the agreed estimate and give him the new total cost estimate and new delivery time.*
- *Record the results of the contact on the repair order and any additional instructions authorized by the customer (or the customer's refusal to authorize additional safety related repairs).*
- *Follow-up while the repair is in progress to ensure its completion on schedule in accordance with repair instructions.*
- *Maintain & Update customers file, (follow-up system) telephoning customers who have not responded to a mailing; assure customer satisfaction by calling customers who have had major repairs carried out on their vehicle.*
- *Settling customer complaints promptly.*
- *Explaining to the customer work performed and parts replaced when presenting the invoice.*
- *Informing the service manager about trends in customer attitude, customer appointments and shop performance.*
- *Informing the sales department of the customer's intention to trade or sell.*
- *Perform a test drive after completion of repairs if necessary.*
- *Attend training that the distributor provides for service advisor.*
- *Maintain neat and tidy appearance for greeting customer.*
- *Develop communication skill to reinforce customer relationship.*

Job Description

Authority

- He can make Discount on Parts.
- He Able to drive & test Customer car.

Competences Skills Required

- Proven ability to communicate and determine customers' needs and to sell the dealer's parts and service capabilities based on features, advantages and benefits
- Proven Customer Relationship skills both in person and over telephone
- Basic automotive knowledge and experience
- Legible writing and good administrative skills
- Good communication skills (Listening, questioning)
- Proven selling skills

Approval:

Reviewed by:		Approved by:	Final Approval:
Position	Management Representative	Service Manager	Director After sales & Operation
Date			
Signature			

Note: The Company reserves the right to add or change duties at any time.