

## **JOB DESCRIPTION**

### **FRONT OF HOUSE SERVICE ADVISOR**

SLSHOP specialises in all things classic Mercedes-Benz. Our team is friendly and hardworking with a passion for classic cars and great customer service. Based in rural Warwickshire, we work with clients from all over the world and pride ourselves on providing outstanding service.

We have an exciting opportunity for an experienced Service Advisor to join our enthusiastic team.

#### **SUMMARY:**

Principal point of customer contact with the ability to ensure the highest level of customer satisfaction. Excellent communication skills and a customer-first attitude, with the ability to focus on maximising sales and maintaining customer retention. Continual passion for the product and delivering incredible customer service.

#### **DUTIES:**

- Telephone enquiries for Service work - converting enquiry into a booking.
- Maximise sales and maintain customer retention.
- Attend to customers' queries over the phone or face to face.
- Meeting and greeting customers.
- Appraising vehicles along with customer own observations.
- Providing customer estimates in line with company procedure, in a timely manner.
- Liaise with SLSHOP Parts.
- Follow up with customers to secure a booking.
- Explaining work to be carried out and obtaining authorisation for additional works within a strict timeframe.
- Discussing relevant Ts & Cs with customers.
- Creating bookings on DRAGON in line with company procedure.
- Update customers of service progress.
- Coordinate any additional work identified by the Service Workshop.
- Communicate with the Workshop Controller in relation to vehicles' status and ensure that vehicles are ready for customers on time.
- Ensure job cards are completed and sent for invoicing.
- Debtor management.
- Arranging collections and conducting handovers.
- Scheduling customer follow ups.
- Obtaining and reporting on customer feedback, satisfaction levels, acting as appropriate.
- Reporting department and individual KPI's .
- General housekeeping of customer reception area.

## KEY SKILLS AND COMPETENCIES:

- Motor trade Service Advisor experience essential.
- A good mechanical awareness and understanding of cars and parts.
- Demonstrate extensive knowledge of the Service Department.
- Strong interpersonal skills.
- Strong negotiation skills.
- Excellent organisational skills.
- Ability to manage tight deadlines & competing workloads.
- Ability to adapt communication style to suit the audience.
- Ability to work within a changing environment.

## WHAT WE OFFER:

We value our employees hugely at SLSHOP and offer staff:

- Competitive salary.
- Bonus schemes.
- Healthcare plan.
- Contributory pension scheme.
- 31 days annual leave, increasing after two years' service.
- Company workwear provided.
- Weekly onsite bootcamp.
- Staff wellness programme.
- Free parking.

## HOW TO APPLY:

Please apply in writing to the email address detailed below.

## CONTACT:

**Email:** [stephanie@theSLSHOP.com](mailto:stephanie@theSLSHOP.com)

**Telephone:** 01789 337 070

**Address:** SLSHOP, Drayton Farm Buildings, Drayton Manor Drive, Stratford upon Avon, CV37 9RQ