

JOB DESCRIPTION

Name:

Job Title: Service Advisor

Responsible to: Aftersales Manager

Department: Service

JOB PURPOSE

- To be single point of contact from pre-call through to post visit satisfaction call for those aftersales customers allocated to you by your manager, proactively ensuring that their Busseys' aftersales journey is delivered in line with the customer's and Busseys' expectations in all respects.
 - To do so following all the systems and processes specified, every time, whilst building a relationship with the customer which ensures you deliver a level of customer satisfaction which enables the customer to rate you and Busseys at a level which meets and exceeds the levels specified by Busseys and the manufacturer.
 - To enjoy your role as part of a continually developing team which strives for success and where every member supports the others by exhibiting the behaviours laid out in the Busseys Charter.
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KEY TASKS (in line with company processes)

- Carry out pre-calls for all customers allocated to you on a daily basis ensuring all requirements are in place for the visit and informing them of each stage of the process.
- Check in all your customers upon their arrival, inspecting and photographing their vehicle, checking their GDPR permissions and obtaining their signature. Always advising the customer as to how the visit will be structured and committing to pro-actively advising them of the status of the journey at specified times.
- Book in customer vehicles (walk-ins only, the rest being handled by the Bookings Team), following the same processes as the Bookings Team to ensure that every customer is handled consistently.
- Ensure all information entered onto the computer is accurate, complete and complies with company procedures. Provide reports on time when requested. Maintain accurate filing systems.
- Ensure all administration is accurate, complete and complies with company procedures.

- Proactively liaise with the Parts department where you have customer parts on back order (which you must always require the customer to pay for in advance if not covered by warranty), contacting the customer immediately they become available to arrange fitting.
- Take responsibility for each job where you are allocated as Owning Operator, including liaising with hub control, understanding where each of your customer's jobs is in the system, proactively keeping customers informed of progress, completion or additional work required - obtaining fully costed authority to complete any additional work in line with company procedures. The objective is for a customer never to have to call us as we have already spoken to them.
- Where a job is (or maybe) subject to manufacturer warranty then ensure that all manufacturer standards are adhered to in real time and that no job is invoiced without first being audited against those standards.
- Ensure each customer receives a fully priced video of any additional work required and gaining their authorisation in a timely fashion
- Obtain 3rd party authorisation for work as required and before work is commenced, ensuring that all pricing matches between systems.
- Carry out pricing of extra work identified and sending extra work videos within the SLA's specified, then contacting the customer and selling the extra work in a timely fashion to maximise workshop efficiency.
- Check completed repair orders and ensure invoices are ready within the agreed timescale.
- Having kept the customer informed, hand back their vehicle when promised, explain work and charges and sell where appropriate any additional items before producing an invoice and checking the customer and their vehicle out. If your working pattern precludes you being able to handle both ends of the customer visit then you must handover the ownership (and change the Owning Operator on system) to a colleague, ensuring they are fully briefed. If you are taking over a job from a colleague ensure you are completely comfortable, up to speed and have been allocated as Owning Operator, then handle the customer as your normal process.
- Collect payment ensuring that correct company procedures are followed i.e. non-account customer repairs to be paid in full prior to release of vehicle. Be aware of credit limits, customers on stop and agree method of payment as appropriate, ensuring payment is received, where applicable for excesses.
- Call every customer you were Owning Operator for within 48 hours of their visit, ensuring they were completely satisfied, resolving any issues and asking them to complete any surveys they might receive as well as online reviews.
- To work as part of the bookings team on a rota basis (approximately 5 days per quarter year) taking inbound customer booking calls and making outbound calls to any who have not confirmed.
- If you become aware of a customer who is in market for a vehicle, advise and/or introduce to a sales manager,

- Answer all telephone enquires promptly, in a courteous, helpful and professional manner.
- Handle customer complaints effectively and courteously, creating them in the system real time, regardless of severity, referring to management where necessary and essentially, prior to agreeing a course of action.
- Ensure the reception area is kept clean and tidy and that you never leave it unattended (one person minimum at all times)
- Observe all relevant health & safety procedures.
- Attend training sessions/courses as required and pro-actively keep abreast of industry and technical developments.
- To work in harmony with other employees/departments fostering co-operation and goodwill.
- Familiarise yourself with all the systems provided to you by the Company including Microsoft Teams, Cascade HR, Atlas Health & Safety as well as the manufacturer technical systems and check them daily for new information or requirements. Carry out all tasks assigned to you within these systems in the timescales requested using the hardware provided.
- Commit to and consistently demonstrate the behaviours laid out in the Being Busseys Charter.

I understand that agreement to this job description does not preclude me from being required to carry out other duties as required from time to time.

I also understand that this job description may be subject to review and change from time to time according to the needs of the business.

EMPLOYEE'S SIGNATURE OF ACCEPTANCE: _____

DATED: _____