TOYOTA

Individual Position Description

Title **Service Advisor** Reports to **Service Manager**

Principal Accountabilities:

1. Timely and accurate operation of all service division administrative systems and procedures including:
    a. Customer bookings, enquiries and complaints
    b. Customer reception, service invoicing and cash payments
    c. Performance reporting

2. Courteous, efficient handling of customers at all times whether face to face or by telephone, email, social media or other forms of communication.

3. Act as the communication link between customers and service division personnel when unavailable.

Qualifications:

1. Toyota New Zealand Service Advisor training
2. Customer relations skills
3. Ability to communicate and determine customer needs
4. Selling skills
5. Basic Automotive knowledge & understanding of service maintenance schedules
6. Understand terms & conditions of new vehicle and extra care warranty
7. Toyota product knowledge including familiarity with vehicle models & specifications.

Position Objectives & Goals

1. The Service Department contributes to customer satisfaction by providing optimal customer care
2. Achieve customer satisfaction targets through execution of company meet and greet procedures
3. Implement strategies to effect a positive improvement rate in service customer satisfaction
4. Increase labour sales and sales of franchise genuine parts, oils and fluids
5. Achieve appointment rate targets
6. Promote the sale of franchise products

Responsibilities:

1. Promptly and courteously attend to all customers whether at service reception or by other forms of incoming enquiry.

2. Accurately record all service bookings by customers while monitoring workshop loadings to achieve a balance between an even workflow and meeting customer needs.

3. Clearly identify customer vehicle service needs and accurately transcribe these onto the repair orders (RO).

4. Identify the work the customer requires, gain authorisation and ascertain how they will pay for the work.

5. At the end of each day print the Repair Orders for the following day for review by the Foreman or Service Manager and parts division (if required).

6. If reminder system is in place, follow procedure to carry this out effectively.

7. Receive vehicles for service:
   i. Confirm with the customer their details recorded on the Repair Order, time to be completed and work booked in to be carried out.
   ii. Identify any opportunities for additional work by walking around the customer's vehicle with them where possible and note any pre-existing damage.

8. With the Workshop controller/Foreman jointly review the bookings/appointments for the day, determine daily available labour 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).

9. Liaise closely with the Service Foreman/Manager to ensure that agreed vehicle availability times can be maintained. Where completion is likely to be delayed, advise the customer of the revised availability time and the reasons why.

10. In the event of work additional to that authorised being required, obtain the customer's authority by confirming email (where possible) or phone before the additional work is started.

11. Daily reconcile technicians' time cards to ensure that all available labour hours are accounted for.

12. Ensure that all labour hours, parts, consumables and outwork expended on each job are recorded for use in producing the customer invoice.

13. Prepare the invoice and obtain Service Manager approval of the charges made before producing the final customer invoice. Make any adjustments to the invoiced charges as required by the Service Manager. Ensure that the work undertaken is FULLY described on the invoice or otherwise on supporting documentation.

14. Sell the available technician hours for each day by utilising the appointment system, accepting walk-in jobs and scheduling internal jobs.

15. Create clear precise customer invoices that show and itemize all labour, parts, oils, fluids, outwork and sundries charges and/or menu priced service charges according to the work agreed to by the customer.

16. Ensure that the invoice is available for payment by the customer upon collection of the vehicle and ensure that every customer is appropriately briefed on the work undertaken and the charges made.

17. Operate all company procedures for encouraging customers to pay cash.

18. Reconcile outwork invoices to the appropriate Repair Orders and check invoice charges against the estimates/quotes that were used as the basis for calculating outwork charges on the customer invoice.

19. If applicable prepare warranty claims for Toyota New Zealand taking care to do all that is necessary to achieve the maximum permissible return to the dealership (also see warranty administrator job description)

20. Attend to all complaints promptly and courteously and where required promptly refer the customer to the Service Manager or Foreman.

21. Ensure that the reception and customer waiting areas are maintained in a tidy manner and presents a professional image at all times.

22. Advise the Service Manager on any purchasing required for the Service Division (stationery and supplies) when stocks reach reorder point.

23. Update customer records and ensure filing is kept up-to-date

24. Comply with and engage in any training initiatives by the dealership or Toyota New Zealand to improve customer service or the overall department.

25. Attend all department and staff meetings.

26. Undertake other such duties as are required to achieve the principal accountabilities of this position or as instructed by the Service Manager, Branch Manager or CEO from time to time.