

# Service Advisor



## Narrogin Toyota

At Narrogin Toyota & Mazda, an opportunity has arisen for a driven & passionate Service Advisor to join our high performing team, where we offer ongoing support and training to help you in reaching outstanding remuneration levels that you deserve.

In this role, your main responsibility will be liaising between the service department and customers, both face to face and over the phone for repair and maintenance service on vehicles.

Your day will consist of:

- Taking customer enquiries and service bookings
- Determining the customer's needs and communicating these to the workshop, to fix it right the first time and deliver the vehicle on time
- Advising customers on the progress of their vehicle
- Gaining authorisation for extra work
- Providing superior customer service

Our ideal candidate will be a motivated and organised individual with experience in a customer facing role. You will also have:

- Toyota or Mitsubishi qualifications preferred but not essential
- Excellent diagnostic skills and attention to detail
- Sound knowledge of workshop procedures & auto mechanics
- Excellent time management skills
- Current manual driver's license
- Ability to work courteously and professionally with both the public and workshop technicians
- Administrative skills

Ideally, you will have previous experience in the retail automotive industry, however, applicants with a strong customer relations background are also welcome to apply.

Please contact Wally Cybula on 0418 911 033 for a confidential meeting.