

## SERVICE ADVISOR (AFTER SALES)

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Company: Confidential

Location: Kuwait

Category: other-general

### Job Summary:

Our automotive company is seeking a service advisor who can deliver exceptional customer service and oversee our service department's operations. As a service advisor, you will be responsible for guiding customers through the repair and maintenance process, managing service orders and accounts, scheduling and coordinating repairs, and generating repair estimates. You will work closely with our technicians and other departments to ensure vehicles are repaired efficiently, and customers are satisfied with the quality of work and service they receive.

### JOB SPECIFIC

- Greet customers and assess their needs for automotive service and repairs
- Schedule vehicle repairs and communicate with customers on the status and timeline of services
- Communicate the recommended services and repairs for vehicles
- Coordinate with technicians to ensure repairs are completed correctly and efficiently
- Generate repair and service estimates based on specific job features
- Provide exceptional customer service by responding to inquiries and resolving complaints
- Maintain and update customer accounts with accurate information regarding payments, services, and history

-Monitor and improve the service department's profitability and operations

Job specifications:

Education:

High school diploma or equivalent is required, and a college degree in business or automotive technology is preferred.

The education levels can be replaced by years of experience.

Experience:

Two (2) to Three (3) years of experience in a similar role

Skills:

Computer Skills: Proficient in Microsoft Office Tools

Languages: Fluent in English and Arabic

Core Competencies:

Excellent Communication and Listening skills

Goal Oriented and Guest centricity

Ownership and accountability

Strong negotiation skills

A passion for cars and customer service

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