



Vacancy Advertisement

Position	Service Advisor
Contract Basis	6 Month Maternity Cover Contract
Location	Naas
Closing Date	16th October 2017

Sheehy Motors are currently welcoming applications for the role of Experienced Service Advisor for a six month maternity cover contract. The successful candidate must have a proven track record in a main dealer with in-depth experience of all aspects of the Service process. You will be a good team player with excellent communication skills, along with the ability to sell additional products and services to our customers. You need to have a great attitude, a friendly, professional manner and a passion for Excellent Customer Service.

Main Job Functions

- To provide all Sheehy Motors customers with systematic and qualified support and assistance in all phases of the service process, in order to deliver successful results and to enhance customer satisfaction as the basis for long-term building and maintaining of loyalty to the brand and the Dealership
- Commit every effort to attaining the targets and goals set by the Service Management Team
- Ensure that the dealership's service department contributes to the customer's satisfaction with service delivery by providing a high quality of work.
- To deal with customer requirements for service and repair in an efficient and courteous manner both by phone and service reception
- Determine workshop availability and manage bookings to ensure maximum workshop efficiency.
- Manage service customer appointments efficiently and liaise with customer as appropriate
- To deliver a high level of customer satisfaction and retention with emphasis on First Time Fix
- Adopt at all times a positive approach which will encourage exceptional levels of customer care
- Achieve consistently high standards across the dealership and identify new ways to increase the performance

Person Specification

- Minimum of three years' experience in a similar position within the Motor Industry
- Self-motivated professional with excellent customer service skills
- Demonstrate strong interpersonal, written and oral communication skills
- Be personable, outgoing and well presented
- Polite and clear telephone manner

Key Competencies

- Be fluent in verbal and written English.
- Proficient in Excel, Word and PowerPoint
- Knowledge of ADP Kerridge would be a distinct advantage
- Ability to multitask and work under pressure in a busy aftersales environment
- Full, clean driving licence

If you meet the above requirements and are interested in becoming a member of our team please apply with CV & Cover Letter to hr@sheehymotors.ie

Closing Date for applications-Monday 16th October 2017 (Late applications will not be considered)



