



Peach Cars
Service Advisor
Job Description

Role Description

The Car Care team has grown significantly over the last months and is taking more external work i.e vehicle fixes and inspections, consequently the team is becoming more client facing and as such the requires a personable vehicle Service Advisor who can guide clients through their Car Care customer journey, and act as the liaison between our customers and our internal team as well as support on the improvement of our operational, communication, and data-management systems.

Roles and responsibilities

- Understand customer needs and coordinate with the internal team to make sure customer requests are fulfilled.
 - **Result:** We have complete data about (1) the car and (2) the customer that enables the team to fully meet our customer expectations.
- Schedule bookings for maintenance, servicing or diagnostic inspection to our customers.
 - **Result:** All customer requests are scheduled with full information in the CRM.
- Receive all customers and ensure that they check in and check out in the right manner.
 - **Result:** All cars received for any service in our garage have a duly filled check in and checkout form which is also filed.
- Use your knowledge of our services to sell our services to past and current customers
 - **Result:** Existing customers return for additional services from prompting by SA; make referrals to new customers.
- Consult with our Technicians regarding necessary repairs and possible alternatives and relay the same information with our customer. In addition to this the Service Advisor will liaise with the parts consultant and workshop supervisor to ensure that spare parts are ordered in a timely manner
 - **Result:** The Service advisor is fully informed on all repairs and the right parts are sourced in a timely manner.
- Ensure that all customers are given timely updates on the status of their cars through phone calls, messages and emails
 - **Result:** Customers know what we're doing and why, feel informed about the work being done to their car and are confident in our ability to do them as well as meet their needs in terms of cost, time, etc.; Customer follow ups are done after repairs to ensure job satisfaction.

- Facilitate all inbound payments from clients, this includes providing quotations and invoices to our customer and making a follow up with the finance team for confirmation.
 - **Result:**All customer accounts are fully settled within the required/stipulated company timeframes and are properly recorded; Quotations made to meet both customer needs as well as Peach business interests (we make money as Peach).
- Ensure there is proper and accurate documentation and record keeping.
 - **Result:**We have complete records and documentation on all cars and customers physically and digitally filed.
- Track and update all customer information on the various team trackers i.e CRM and Main Business tracker.
 - **Result:** All customer and car information is recorded in CRM, car care business tracker, Google Drive and hard copy filing system.
- Assisting Peach Technicians in keeping inventory of car care tools.
 - **Result:** Stand in for Parts Consultant and manage tool and consumables inventory

Role-specific KPIs

- Completeness of car data in hard copy systems
- Completeness of customer data in CRM and car care business tracker
- Number of quotes issued
- Value of quotes issued and approved / not approved and why
- Net Promoter Score (NPS) ranking / feedback from customers
- Repeat customers
- Referral customers

Requirements

The successful candidate should:

- Have a diploma in accounting or customer service or equivalent
- Relevant experience in the automotive industry
- Have high level of accuracy and speed
- Be a good team player and be an effective communicator communicate effectively
- Be a problem solver
- Have great customer service skills

Finally, candidates should be able to speak to how they understand and would add to our company values, which include:

- *Ownership* ~ Complete work is the expectation; going above and beyond is who we are and what we do
- *Respect* ~ Communication is key and this is always done in a respectful manner, no matter how difficult; as a team, we may disagree but we commit
- *Challenge* ~ As a company, we are anti comfort zones; Peach is a place for learning and growth

If you meet the aforementioned requirements and are interested, please submit a CV to careers@peach-technology.com.