



**Peach Cars**  
**Service Supervisor**  
**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 client facing team is facing increased demands. At the same time, the team is relatively inexperienced in the industry and we struggle to balance (1) context-rich communication with (2) selling works and (3) managing customer expectations throughout what can be a challenging and rapidly-changing context.

The team is looking for someone to join to act as a service advisor, provide training and quality control for our other service advisor(s) and inventory consultants, as well as support on the improvement of our operational, communication, and data-management systems.

**Roles and responsibilities**

- Provide excellent customer support.
  - Understand customer needs, schedule bookings and coordinate with the internal team to make sure customer requests are fulfilled.
  - Use your knowledge of our services to sell our services to past and current customers
  - Consult with our mechanics about necessary repairs and viable alternatives, and then transmit that information to our customers in a timely manner via phone calls, messages, emails, and in person. In addition, the Service supervisor will coordinate with the workshop supervisor to ensure that spare parts are ordered in a timely way.
  - **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.; We have a well trained Service Team delivering exceptional customer service to all Car Care customers ensuring a consistent growth in new and repeat customers.
- Provide support to the Service Advisors and Inventory Control Associates through...
  - Troubleshooting and solving customer issues in a promptly and professional manner
  - Planning, forecasting of Jobs and delivering sales targets.
  - Regular training on customer service and Inventory Control.
  - Conducting regular inventory audits to track usage, identify discrepancies, and minimize waste.
  - **Result:** We are consistently meeting our targets through proper Job planning, forecasting and delivering sales (New and existing customers)

- Manage Car Care inbound and outbound payments and reporting
  - They will facilitate all inbound payments from clients, including providing quotations and invoices to our customers and following up with the finance team to confirm payments.
  - They will also be responsible for tracking and updating all customer information on the various team trackers: CRM, Main business tracker.
    - Result: We have complete information about (1) car and (2) customer at the points of the customer Journey and are recorded in the CRM, Business trackers and Google drive;

### **KPIs**

- Completeness of customer and car data (hard & soft copy) in CRM and business trackers.
- Number and value of quotes issued and approved / not approved.
- Number of new and repeat customers.

### **Requirements**

This role would ideally suit someone who has previously worked as a Senior Service Advisor, Assistant Service Manager, Parts Manager and is looking to Peach Cars for better career and reward opportunities.

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

If you meet the needs of the above criteria please send your CV to

[careers@peach-technology.com](mailto:careers@peach-technology.com)