

Senior Service Advisor Job in Sharjah | Al Rostamani Trading Jobs

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Company: Al Rostamani Trading Company

Location: Sharjah

Category: other-general

1- Senior Service Advisor

Job: Full Time

Location: Sharjah, UAE

Description:

The job holder is responsible for managing a small branch. Also responsible for receiving and delivery of customer vehicles to ensure service is provided in line with dealer policies and procedures. The role involves coordination and follow-up with the Workshop, Parts and delivery team and achieving set labour and spare parts targets as required. The job holder acts a liaison between the customer and the concerned departments.

Job Responsibilities:

Handling of Petty cash (collect cash payment from service/parts customers), Monthly bills settlement to Accounts department and bank deposits

Ensure workshop tools / equipment are maintained for efficient running of the workshop.

Supervise the work in progress is closed on time to reflect the branch revenue.

Receive, inspect and deliver as per customer requirements to avoid any disagreements at the time of vehicle delivery.

Ensure that the jobs / service details are explained to the customer to justify the costs incurred.

Job Requirements:

Diploma in automobile/mechanical engineering

Minimum 5 years hands-on experience as service advisor in in a reputed automotive dealership

Knowledge of Product, 5W2H probing skills, Smart selling, Telephone handling skills & Customer handling skills

Knowledge of automotive software DMS

Sound technical knowledge in vehicle diagnosis and repair

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