

Service Advisor Jobs in Dubai | Al Futtaim Careers 2022

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Company: Al Futtaim

Location: , Dubai, United Arab Emirates

Category: other-general

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Description:

This role is the representation of the brand & division to the customer, and maintains customer relations to ensure an end-to-end engaged Aftersales customer journey, that leads to revenue achievement & customer retention.

Job Responsibilities:

Build long-term relationships with customers to ensure customer retention & loyalty.

Achieve financial objectives by upselling & discount control, to meet monthly revenue targets.

Actively engage with the customer through consultation on customer needs & service requirements, through the whole service process, in order to ensure vehicle is fixed right the first time.

Coordinate with the Production Team to ensure timely progress update of Vehicle to customers at all times to keep the customer informed and to maintain the on-time-delivery commitment.

Job Requirements:

Working knowledge of MS office, SAP knowledge preferred,

Customer handling skills

Good communication skills.

Conversant English & basic Arabic speaking

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