

Service Advisor Job Description

Our innovative and growing company is looking to fill the role of service advisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for service advisor

- To assist with Health & Safety requirements of the branch
- To conduct regular checks on Company vehicles as per the company policy
- Acts as a liaison between home office departments and the introducing broker dealer to research and resolve escalated issues regarding clients' accounts communicated via phone, correspondence, email and online inquiries
- Five weeks paid holiday leave per year
- The opportunity to build your career with a recognised industry icon
- Serves as a liaison between home office departments and the branch offices to research and resolve escalated issues regarding clients' accounts via phone, correspondence, email and online inquiries
- Follows an issue from initiation, through resolution and to final communications and follow-up
- Responds to inquiries related to qualifications, instructions or paperwork requirements for various programs
- Addresses inquiries pertaining to operational policies and procedures by relaying policies that govern procedures at the retail level
- Interfaces with existing clients looking to trade their account(s) designated as house account(s) until a new Financial Advisor is established

Qualifications for service advisor

- To assign and organise service work schedules
- Accurately assist with customer invoicing and purchase orders enquires
- Requested repair, complaint, and/or failure
- Must have the physical ability to wear Personal Protective Equipment (PPE) Protective Glasses and
- Must be well disciplined person willing to manage numerous tasks in a non-stop service environment
- Must have the physical ability to wear Personal Protective Equipment (PPE) Protective Glasses and Protective Footwear as required

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