

Service Advisor - Islamabad/Rawalpindi

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Company: PakWheels.com

Location: , , Pakistan

Category: other-general

Job Description:Meeting customers on arrival and providing them with a seamless service, from drop off to vehicle handover.Updating customers with progress on their vehicle, as well as authorizing additional work and making follow-up calls.Liaising with the Workshop, Parts department to ensure customer's vehicles are ready on time.Consulting with technicians about needed repairs and alternatives that can be offered.Answering customer questions about service outcomes and consulting with technicians when necessary.Overseeing and managing the service center scheduling and workflow.Informing customers of changes in service or when their vehicle is ready to be picked up.Ensuring warranty standardsMaking sure all repair work is carried out correctly, competently, and on timeEnsuring that all work complies with health and safety as well as company standards

Skills:Strong interpersonal skillsAbility to work with people at various levels from workshop floor to senior managementPeople management skillsQuality and productivity focussedProblem-solving and decision makingMotivated and able to motivate othersAbility to work under pressure

#J-18808-Ljbffr

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