



TRINIDAD AND TOBAGO LIMITED
INTERNAL VACANCY: SERVICE ADVISOR

(SAN FERNANDO BRANCH)

The Service Advisor is a liaison between Customers and Technicians who promotes the capabilities of the Service Department. They greet customers, listen to their description of the problems or service needed, determine the type of service required and prepare repair orders. If a vehicle requires additional repairs not covered in the original order, they estimate the additional cost and telephone the customer for permission to do the work. They also advise customers on other available services. The Advisor is responsible for building customer trust & exceeding customer expectations on services provided in an attempt to enhance business growth.

MAIN TASKS

- Greet customers in a warm and friendly manner.
- Conduct detail walk around checks of vehicle with customers.
- Open repair orders using the CDK system and make recommendation for service based on the vehicle's history & mileage.
- Follow up on all Maintenance/Repairs and respond to additional work requests from the workshop.
- Inform Management of serious complaints made by customers.
- Communicate with customers daily on the progress of existing and additional repairs and associated cost.
- Maintain a positive relationship with customers to ensure repeat business.
- Approach transactions as a sales-minded professional & suggestively sell services to customers.
- Act as an advocate for customers when communicating vehicle issues & the needs of the workshop to rectify same.

EDUCATION & EXPERIENCE

- 5 CXC O' Level subjects.
- (1) year experience in automotive environment.
- (1) year customer service/sales experience.
- Valid class (3) drivers permit.
- Computer literate.
- Knowledge of CDK system & auto mechanics would be an asset.
- Ability to perform in a fast-paced environment.

HOW TO APPLY

Applications can be sent to: careers@toyota-trinidad.com no later than May 20, 2024.