

AUTOPACT

INFORMATION PACK

SERVICE ADVISOR



Position Title:
Direct Supervisor:
Location:

Service Advisor
Service Manager
Blackburn Kia

The Position

Service Advisor

The role of the Service Advisor is to:

- Greet and assist guests who are servicing their vehicles
- Coordinate daily service appointments
- Manage customer expectations

Working Hours

This is a permanent full-time role, based on a minimum 38-hour week which may include Saturdays.

Reporting

The role reports to the Service Manager for the Dealership.

Prerequisite

- Current Driver's Licence

SELECTION CRITERIA

The successful applicant will possess:

- Ability to consistently create a memorable customer experience
- The ability to work cooperatively in a team environment
- A genuine care for external, and internal customers
- Be well organised with strong time management skills
- Ability to communicate with internal stakeholders
- Strong computer skills and the ability to champion the effective and accurate use of dealership DMS (EraPower)
- A passion for the automotive industry and the brand

BENEFITS

When you join a Dealership that is part of the Autopact Group you will benefit from:

- Onboarding and training to prepare you for a long and fulfilling career
- Uncapped earning potential with an excellent commission structure
- Join a team who pride themselves on having a supportive and friendly culture which allows all employees to thrive in their role

Application Process

Application should include:

- A resume giving details of recent roles and qualifications
- A cover letter summarising your interest in this role and demonstrating your ability to meet the criteria above

Selection Process

Shortlisted candidates will be contacted by the hiring manager to arrange a time to meet with the selection panel for an initial interview.

Reference Checks

A minimum of two reference checks will be conducted – please ensure you have provided the hiring manager with two professional references.

Pre-employment compliance check

International candidates will provide the panel with relevant VISA documentation supporting their right to live and work in Australia.

Preferred candidates may be required to undertake a pre-employment screening.

If you have any questions, please contact recruitment@autopact.com.au