Title: Service Advisor

Location: Manchester

Salary: Competitive salary and benefits package

Job Type: Full-time, Permanent

Our client, a well-established automotive dealership based in Manchester, is seeking an experienced and customer-focused Service Advisor to join their team. As the Service Advisor, you will be responsible for liaising with customers, booking in vehicles for repairs and maintenance, and ensuring that customers receive a high level of service.

Key Responsibilities:

* Liaise with customers and schedule appointments for vehicle repairs and maintenance.
* Provide advice and guidance to customers on repairs and maintenance.
* Ensure that customers receive a high level of service at all times.
* Prepare estimates for repairs and maintenance work.
* Liaise with the workshop to ensure that repairs and maintenance are carried out in a timely manner.
* Manage customer expectations and keep them informed of progress.
* Upsell additional services and products.
* Ensure compliance with all health and safety regulations and legislation.

Key Requirements:

* Proven experience as a Service Advisor in the automotive industry.
* Excellent communication and interpersonal skills.
* Strong customer service skills.
* The ability to work well under pressure and to meet deadlines.
* The ability to work as part of a team.
* IT literate, including experience using service management software.
* A full UK driving licence.

Our client offers a competitive salary and benefits package, as well as ongoing training and development opportunities. If you are an experienced and customer-focused Service Advisor looking for your next challenge, please apply with your CV and a covering letter.