

## Job Description

<b>Job Title:</b>	<b>Customer Service Advisor</b>
<b>Function:</b>	<b>Dealership</b>
<b>Reports to:</b>	<b>Service Manager</b>

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### Job Purpose:

Our Customer Service Advisors are at the very heart of our dealerships acting as the main point of contact for our loyal customers and as the link to our team in the workshop who are working on their car. Our focus is always to create a great customer experience and answer any questions, in a friendly and professional manner. Our customers should experience an easy, transparent and enjoyable visit and want to come back again in the future. Communication is key; our Customer Service Advisors keep in contact with our customers to make sure there are no surprises and they are happy with their service before, during and after their visit.

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### Job Duties

**Customer Satisfaction:** To take responsibility to achieve the highest possible customer satisfaction levels by building trust, communicating well and exceeding customer expectations. To provide a quality of service that means Customers would not consider using our competitors.

**Product Sales:** To professionally promote any products or work that would be beneficial to your customer. Actively promoting and fully explaining the value of additional work, ensuring you reach the targets that will be set for you while putting the needs of our customers first and maintaining the bond of trust.

**Data Quality:** To ensure that all customer contact and vehicle details are taken and updated with 100% accuracy on our Kerridge system, maximising the quality and content of the customer database.

**Customer Follow-up:** Building great relationships with our customers, following up after every visit to ensure they were completely satisfied, their expectations were met, any issues were addressed and they would be happy to come back to Vertu.

**Technical Expertise:** Having completed our in-depth technical training you will provide the technical overview for our customers. Helping them to understand our recommendations and the more complex aspects of the work our Technicians will be carrying out on their behalf.

### Essential Criteria

- A minimum of 120 UCAS points (the equivalent of 3 B's at A-level)
- Strong IT skills, with a minimum of Grade B in GCSE (or equivalent) Mathematics and English
- proof of your right to work in the United Kingdom
- drive and commitment to succeed
- commitment to your own progression
- Strong communication skills to deal with customers, employees and suppliers:
  - Verbal
  - Telephone
  - Face to Face