



## **POSITION DESCRIPTION**

**Position Title:** Full Time Service Advisor

**Location:** Griffith NSW

**Hours:** 8am to 5pm Monday - Friday

**Reports to:** Service Manager

**Remuneration:** Retainer

**Applications Close:** 31<sup>st</sup> December 2020

Please email cover letter and resume to [slanham@lanhamford.com.au](mailto:slanham@lanhamford.com.au)

## **POSITION SUMMARY:**

Be a part of our award-winning, multi brand dealership where you will become part of a team that has been a success story for more than 80 years. Since 1937, our company has helped thousands of clients make the best most informed motoring choice.

A great opportunity is available to become part of our team and be provided with ongoing development to enhance your career. Lanham's Motor Group are an employer who believes in rewarding the hard work of their employees, so you will be given a competitive remuneration package, career advancement opportunities and support from your fellow team members.

## **DUTIES INCLUDE**

- Ensure the Service Department contributes to providing top level customer service and follow up
- Ensuring high quality of service work
- Develop new business opportunities
- Promote the dealers service departments capabilities and strengths
- Determine customers' needs and communicate these to the service shop to fix it right the first time and deliver the vehicle on time
- Achieve targeted service appointment rate
- Identify potential marketing opportunities
- Promote dealer service benefits to potential customers
- Increase customer market share
- Increase service and parts sales
- Utilize the Service Appointment system to maximize the facility and manpower capacity
- Provide clear cost estimates of work to be done
- Monitor the work progress and keep customers informed of changes to cost and or completion times.
- Ability to create clear precise customer invoices
- Take all necessary actions to resolve customer complaints in the shortest possible time
- Conduct customer service follow up
- Carry out all tasks required according to standard work procedures
- Ensure all manufacturer's warranty policies are adhered to

**CRITERIA:**

To be successful in this role, applicants will:

- Strong customer service, time management, decision making, organisational skills
- Excellent communication skills – both written & verbal
- A problem solving 'can-do' attitude
- Is motivated by client satisfaction
- Good computer knowledge is necessary
- Be able to build a great rapport and relationships with customers
- Ability to work in a team environment
- Professional presentation
- Accuracy to attention to detail
- Be self-motivated to achieve personal training objectives
- Hold a current Full NSW driver's license
- Be able to drive a manual vehicle
- Strong mechanical knowledge and previous experience in similar role
- Passion for the automotive industry

If this role interests you, you meet the criteria and have a drive to succeed, please forward your resume to [slanham@lanhamford.com.au](mailto:slanham@lanhamford.com.au) or drop your resume in by closing date.

**Lanhams Motor Group – Griffith & Leeton**  
1 Ebert Street Griffith NSW 2680 | 026964 1111  
5 Pine Ave Leeton NSW 2705 | 6953 3600  
[www.lanhams.com.au](http://www.lanhams.com.au)

