

EMPLOYMENT FACT SHEET

CUSTOMER SERVICE OFFICER/SERVICE ADVISOR

DEPARTMENT: Vehicle Servicing

- ▶ **Enjoy a fast paced and varied role**
- ▶ **Excellent Remuneration package!**
- ▶ **Compressed 4-day work week! (some positions)**
- ▶ **In-House Training**
- ▶ **Friendly and Motivated team**
- ▶ **Large Multi Franchise Dealership**

JOB DESCRIPTION:

This position is responsible for acting as the principal contact between the dealership and our customers for repair and maintenance on vehicles. This is essential to ensuring our dealership provides superior customer service and meets our clients vehicle maintenance needs.

This role offers the chance to utilise administration and customer service skills in a busy Vehicle Servicing Department that services over 100 vehicles each day.

This is a great opportunity for an energetic, customer focused individual to advance their career in a large multi-franchise company.

DUTIES INCLUDE (but are not limited to):

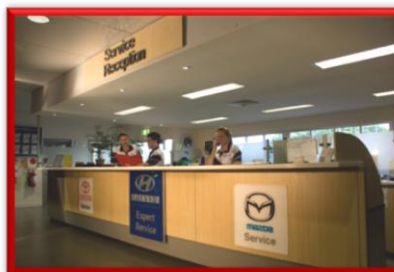
- Handling customer enquiries and service bookings
- Determining customer's needs and communicating these to the workshop
- Advising customers on the progress of their vehicle maintenance
- Gaining authorisation for extra work
- Providing superior customer service, both on the phone and face to face

SKILLS & QUALIFICATIONS REQUIRED:

- Excellent time management skills
- Sound knowledge of auto-mechanics (preferred but not essential)
- Strong customer service skills & computer literacy
- Excellent organisational and administrative skills
- A current manual driver's licence

ENQUIRIES TO:

- Matthew Doyle (Customer Service Manager)
- matthew.doyle@autocorner.com.au



Why Autocorner?

- ▶ **Active Social Club** ▶ **Internal Promotions**
- ▶ **Community Giving Programs**
- ▶ **Enjoy the Tropical Lifestyle of Mackay**
- ▶ **Fishing** ▶ **Beaches** ▶ **Fabulous Weather!**

Autocorner is one of the largest provincial automotive dealerships in Australia, employing over 280 people and selling over 4000 cars per annum!

Autocorner is a multi-franchise dealership with 3 of the top 5 automotive brands – Toyota, Mazda and Hyundai, as well as the award winning Used Car Hypermarket and off-site companies: Trade In Disposal Centre Used Cars & Opposite Lock 4X4 Accessories.

Located in Mackay (North QLD), the gateway to the fabulous Whitsundays and the base for the thriving Bowen Basin Coal Fields, Autocorner is an employer of choice in the region, with all employees enjoying ongoing training & advancement opportunities and a positive and vibrant work environment.

Our company loves nothing more than to promote internally, and we like to think we offer not just a job - but a potential career path for the right individual.