

## ***Job Description – Service Consultant***

---

<b>Job Title:</b>	<b>Service Consultant</b>
<b>Department:</b>	Service
<b>Position Type:</b>	Full-time
<b>Reporting To:</b>	Service Manager
<b>Responsible on absence:</b>	Floor Supervisor

The service consultant is part of the customer facing team at the workshop. He will meet / greet customers at the point of entry and will be responsible for consultation, repair estimate and job card opening process. He will also be responsible for explaining the invoice at the time of vehicle delivery.

### **Primary Responsibilities**

#### **➤ Reception and Job Order Creation**

- First face for the customer during entry to the workshop; exhibit all the RE behavior codes
- In case of Walk- in customer, allocate a bay and confirm based on the job.
- Retrieve customer pre-job card and complete customer details
- Listen to customer concerns and align the identified job in the order
- Identify new jobs based on history and a thorough diagnosis of the vehicle
- Advise customers for the scope of job, time and estimated cost of repair
- Check if any relevant customer campaigns are available and applicable for the customer
- Pitch additional products and offers for the customers
- Obtain confirmation of the job order on the digital Job card on DMS
- If customer is willing to wait in the workshop, invite him to the Customer Lounge and offer refreshments, introduce to other community members/ invite customer to view his bike while getting serviced

#### **➤ Repairs and Execution of other work**

- Ensure the proper correspondence and co-ordination with the insurance / leasing firm in case of repairs on accident / leased vehicles.
- Hand over the Repair order to the floor supervisor in the workshop
- Keep track on completion time to meet on time delivery promise
- Obtain authority for additional work from the customer and document additional estimates
- While obtaining authority make note of revised time, cost and additional jobs on DMS

#### **➤ Preparation for Vehicle return**

- Ensure the work is completed by the workshop on time and notify customer in case of delay
- Complete the invoice, taking account of warranty and goodwill provisions

## ***Job Description – Service Consultant***

---

- **Vehicle Return and Billing**
  - Verify customer's identity to collect the vehicle, based on duplicate copy of the order.
  - Generate Proforma Invoice, discuss with customer and then generate Final Invoice
  - Explain the work done, invoice charges including warranty repairs and any other work carried out free of charge and advise customer on next due date of servicing
  - Ensure customer vehicle is ready at the reception area cleaned
  
- **Monthly Planning**
  - Assist the service manager in planning & implementing promotional activities for the workshop

### **Candidate profile**

- **Educational Qualifications:** B.Tech /Diploma / extensive technical experience
- **Industry:**Auto, Consumer Goods
- **Minimum experience:** 2-3 years
- **Profile:**extensive technical experience, adherence to processes and norms
- **Passions/ Interests:** Passionate about Brand Royal Enfield
- **Competencies:**
  - Technical Knowledge - Service
  - Customer Relationship Management
  - Selling Skills & Market Knowledge
  - Product Knowledge / Brand Insights