Service Advisor // Receptionist (M/F)

Employment Type
Full-time

Industry
Automotive

Job Location
Belgium

Date posted
28 mei 2021

Description

For our customer we are searching a service advisor.

You will be analyzing the needs of the customer and translating them into the most efficient way of repairing the vehicule. Advising and guiding the customer through the aftersales process to have customer satisfaction as a result.

Responsibilities

- The first point of contact for a customer
- Managing appointments by different forms of communication (phone, email,...)
- Understanding and using aftersales KPI

Skills

- Good knowledge of common software applications (word, excel, outlook,...)
- Good planning and organizational skills
- Stress resistant
- Good communication skills (spoken and written)
- Technical knowledge of auto repair is an asset
- Bilingual (Dutch-French)