



## Bodyshop - Customer Services Advisor

### Recruitment Specification

Reporting to (Line manager):

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In the event of annual leave, illness or any other absence from the company, the nominated deputies for this position will be appointed by the Bodyshop Manager

### Objectives

- Provide excellent support and administrative service between the Paint & Body Centre and its internal and external customers.
- Deal efficiently with customer requests and queries to ensure total customer satisfaction
- Help the Paint & Body Centre to achieve industry-leading standards of process efficiency and cost control

### Measures

- Customer Satisfaction Index (CSI/NPS)
- Effective use of our Management System including the input of adequate notes
- Keeping jobs within SLA's for customer contact

### Key Tasks

Objective: Provide excellent support and administrative service to the Paint & Body Centre operations

- Manage event driven SLA's – contacting customer within timescales
- Update and maintain vehicle repair records
- Document and log all transactions on our management system
- Manage the courtesy car fleet, ensuring Insurance cover on all cars at all times
- Manage the Drivers time, to ensure cars are collected and delivered as promised

Objective: Deal efficiently with customer and colleague requests and queries to ensure total satisfaction

- Ensure courteous and cost-effective use of the telephone
- Maintain effective liaison with all members of the team, forming a strong sense of teamwork within the department, and ensure accurate and timely feedback of information to appropriate persons



Objective: Paint & Body Centre to achieve industry-leading standards of process efficiency and cost control

- Manage, maintain and cleanse customer and customer history files
- Maintain payment records and conduct all transactions accordingly so that all cash, cheques and charges are accounted for, following company policy for cash handling
- Undertake all other tasks as requested by Bodyshop Manager
- Ensure compliance to all health and safety procedures and company policy