



H.R.OWEN

Title: Service Administrator

Reports to: Aftersales/Service Manager

Main Contacts

- Aftersales/Service Manager
- Dealership Employees
- Manufacturers

Job purpose:

Reporting to the Aftersales/Service Manager the role of a Service Administrator is to assist the Aftersales/Service/Reception/Warranty/Technical Managers and Service /Warranty Advisors to implement and control processes for Warranty, Customer Follow Up, Manufacturer's Aftersales policies and Dealership Administration programmes.

Key responsibilities and accountabilities:

- Assist with loading the workshop accurately using computerized systems where possible, and ensure Parts Department is aware of customer's requirements.
- To assist with the responsibility for customer vehicles, keys and workshop parking.
- To assist with vehicle progress in workshop to ensure promised delivery times are achieved.
- To assist in producing invoices for payment providing explanation of charges and warranty or goodwill procedures where required. To be aware to the legal implications involving the service and repair of vehicles and payment thereof.
- To assist in maintaining Customer Record Files and Repair Order Register on a daily basis to ensure accurate analysis of Service Department activity.
- To assist in maintaining customer contact system, including;
 - Contacting the customer following service or repair work to ensure satisfaction.
 - Giving customers regular updates on progress of claims.
 - Follow up of customers not seen for long periods to demonstrate continued interest in their requirements.
- Maintain and improve personal Product and Technical knowledge through information bulletins, magazines and attending training courses as agreed with the Aftersales/Service Manager.
- Maintain up to date knowledge of Service/Warranty Procedures to ensure any claims are processed fairly and as quickly as possible.
- To support and promote the philosophy of Total Customer Satisfaction and to improve manufacturer satisfaction indexes.
- To carry out any other reasonable duties as directed to ensure the efficient and smooth running of the Service Reception area.



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- To be personally smart and presentable in dress, appearance and manner in order to portray the professional image of the Company.
- To comply with all the Quality Standards agreed within the dealership and to have personal responsibilities for the application of the dealership's Health and Safety Policy and Procedures.
- To assist and investigate warranty claims for faulty and damaged or erroneously packaged parts, from the information shown on the Job Sheet, obtaining further information from other personnel as needed.
- To assist in the submission of warranty claims to the manufacture, within the manufacturers prescribed timescale and monitor the processing of such claims, liaising with manufacturer where necessary.
- To store in the designated area the faulty or damaged part, prior to sending back to manufacturer.
- To assist in packaging and dispatch of faulty and damaged parts back to the manufacturer. Attachment of identity labels issued by the manufacturer.
- To assist the Warranty Controller in checking of credits from the manufacturers by way of reimbursement. Identification of any shortfall in the reimbursement, and where necessary clarifying reason with manufacturer.
- To assist in informing other personnel as necessary of the success of warranty claims and raising any particular problems with the Service Manager and/or Aftersales manager.
- To assist in providing accounts to accounts department of monies recovered.
- To ensure that, where relevant, parts are properly packaged and protected from damage while in transit.
- Commitment and willingness to work additional hours/days as required.
- Acceptance of and willingness to adapt to new methods and procedures.
- Establishing a good image and relationship with people who we deliver to or collect from, including other branches of H.R. Owen group and acting as ambassadors for the dealership.
- All customers should be treated in a polite and courteous manner in accordance with Company Policy.