



Tractor & Farm Machinery Service Advisor

Job Overview

Working alongside the Service Manager, administer all aspects of the tractor and farm machinery workshop (e.g. mechanics' time management, customer interactions, job card administration, credit control, warranty claims) to ensure a high level of customer service as well as an efficient and profitable workshop.

Key Responsibilities & Duties

- Customers' first point of contact (by phone & on site) with the workshop;
- Booking-in/Scheduling of workshop jobs & allocation of jobs to mechanics;
- Liaising with customers while work is being carried out (if required);
- Invoicing jobs on completion;
- Coordinating collection/return of the machine;
- Ongoing liaison with colleagues to ensure smooth running of the workshop (inc. advising storespeople of forthcoming job so parts are picked);
- Ensure adherence to the company's credit policy for workshop work;
- Ensure adherence to manufacturers' warranty and recall/campaign processes;
- Assist service manager in ensuring the productivity of the mechanics;
- Book training courses for mechanics;
- Produce the monthly workshop analysis report;
- Ensure warranty parts are retained, returned and discarded as required;
- Provide cover for Workshop Service Manager when away.

Skills & Traits Required

- An organised, methodical approach to work is essential;
- Set high standards for self and others;
- Capable of being assertive;
- A customer service orientation.
- Numeracy, writing and PC skills.

Experience & Qualifications Required

- A mechanical based qualification or work experience is an advantage. At a minimum, familiarity with machinery/vehicles from either a support or operating perspective is required;
- Experience of working in a service desk role in any industry an advantage;

Job Dimensions

- **Reporting to:** Service Manager
- **Job location:** Carrigrohane Road, Cork, T12 TX84
- **Position Type:** Permanent & Full Time
- **Work remotely:** Not suitable for this role
- **Department:** Service Department comprises service manager, service administrator and 9 mechanics (inc. apprentices).
- **Work Environment:** Shared office with Service Manager
- **Remuneration:** €35k - €40k p.a. depending on qualifications & experience



Performance Measures

- Workshop profit;
- Workshop productivity (i.e. hours invoiced / hours attended);
- Retail split of work;
- Workshop throughput (WIP, length of time since booked in);
- Workshop aged debt analysis;
- Recall/Campaign completion on time;
- Customer satisfaction (customer complaints - price, time, information, attitude).

At times the post-holder will be expected to perform duties outside of this job description in order to ensure the maintenance of a high service level to customers.