


**SERVICE ADVISOR**
**LOCATION: OTJIWARONGO**

## KEY PERFORMANCE AREA:

- Adhere to labour sales and performance targets.
- Achieve the highest degree of customer satisfaction.
- Utilize progress control with technical teams to meet deadlines.
- Continuous communication with guests on service bookings and invoiced before guest collection, provide timous feedback and updates to guests if delays occur.
- Pre-printing of bookings on day in advance in the event there not being a Bookings Clerk and strictly Manage VIP
- Cash Outstanding to be monitored and controlled.
- Adhere to Warranty/ Extended Warranty and Service Plan SOP's
- Ensure Service Plan/ Fleet Authorizations/ has been obtained prior to work being carried out and job card being sent to controller/ foreman for job allocation and ad hoc tasks if and when required

## COMPETENCIES/SKILLS:

- Have a Passion for Excellence and Results, with a "First time right" attitude.
- Effectively prioritize, multitask, initiate and follow through.
- Exceptional Communication C Interpersonal skills
- Ensure the highest standard of courtesy and efficiency in customer contact.
- Analytical and organized and highest level of integrity and ethics.
- Good time management skills, and be a Team Player

## EXPERIENCE & QUALIFICATIONS:

- Grade 12 certificate
- Computer Literacy (MS Office, Evolve and E-Toyota will be advantageous)
- At least 3 years' experience in the motor industry.
- Toyota franchise will be advantageous.

**Candidates meeting the requirements as per advertisement may apply. Previously disadvantaged and persons with disabilities are encouraged to apply.**

**CLOSING DATE: 6 NOVEMBER 2026**

Kindly submit your application to: https://tinyurl.com/3yewf8vy

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