

## **Terms of Reference for Service Advisor**

### **Background**

Service Advisor is responsible for daily sales of service and updating the daily business transactions of the unit in the ERP system with minimum error. Have to do the service marketing like service campaign and visit to different places to understand the need of service and how effective and efficient the service is. He is also responsible to guide his technician in time of difficulties and be a bridge to company and the customers

### **Duties and Responsibilities:**

- Have to Achieve the target
- Maintain the contact no of customers for future follow up and business.
- Do Kaizen
- Implement Appointment system of service
- Sundry debtor follow
- Reconciliation with finance
- Good communication skill to convince the customer
- Develop a customer service feedback form to know the quality of service provided
- Responsible for signing MOU for service with fleet owners and others
- Should be responsible for all the tools and equipments in the workshop
- Should be responsible for maintaining the cleanness of the workshop
- Should provide all the required tools and machinery to the technician for smooth working
- Should assist Parts unit in times of parts not available by way of outsourcing.
- Should update or check all the sales transaction and make the deposits accordingly
- Should adhere to the rules and regulation posed by the concerned agencies

### **Competencies**

#### *Functional Competencies:*

Building Strategic Partnerships  
Identifying and building partnerships

- Displays initiative, sets challenging outputs for him/herself and willingly accepts new work assignments;
- Takes responsibility for achieving agreed outputs within set deadlines and strives until successful outputs are achieved;
- Promotes STCB's Toyota agenda in among customers and in the market

**Job Knowledge/Technical Expertise**  
**In-depth knowledge of the subject-matter**

- Should possess Technical knowledge with experience
- Should possess some minimum finance knowledge
- Demonstrate basic knowledge in computer
- Continue to seek new and improved methods and systems for accomplishing the work of the unit;
- Cope up with market requirements.
- Should have the capacity to manage the customer for future business
- Should possess adequate knowledge on New technologies upgraded
- Should also have minimum knowledge on spare parts.
- Keeps abreast of new developments in area of professional discipline and job knowledge and seeks to develop professionally;
- Demonstrates adequate knowledge of ERP system and applies it in work assignments.
- Sound have knowledge in customer care.

**Client Orientation**

Contributing to positive outcomes for the client

- Anticipates client needs;
- Works towards creating an enabling environment for a smooth relationship between the clients and service provider;
- Demonstrates understanding of clients' requirement;
- Keep client informed of problems or delays in the provision of services;
- Uses discretion and flexibility in interpreting rules in line with company policy in order to meet client needs and achieve organizational goals more effectively;
- Solicits feedback on service provision and quality.

**Core Competencies:**

- Good technical and spares knowledge.
- Promoting ethics and integrity, creating organizational precedents;
- Promoting effective team, share knowledge, issues with peer, supervisors and staff.
- Values open communication;
- Sincere, hardworking, punctual and willingness to learn on daily basis.