

Job title: Customer and Telephone Follow-up Clerk
Department: After-sales Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Solicits customers, to arrange appointments for maintenance recommended by the manufacturer or to promote specials or other after-sales services. Follows up with customers on the telephone, as required, and verifies customer satisfaction.

The **MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

Tasks related to telephone follow-up

- Solicits existing customers, to promote the maintenance services recommended by the manufacturer and, where applicable, also promotes other after-sales services, as instructed by management.
- Arranges and confirms appointments.
- Actively participates in managing the customer database. Ensures that the list of calls is updated.
- Consults customer history before making the telephone calls.
- Issues activity reports and keeps a file on telephone follow-up successes.
- Actively participates in developing call scenarios, in order to meet objectives for numbers of appointments arranged.
- Actively participates in managing appointment making in the department.
- Follows up on files which are his/her responsibility.

Tasks related to customer satisfaction

- Follows up with after-sales department customers on the telephone within 48 hours, with a view to ensuring customer satisfaction.
- Gathers all the required information from the customers, to verify their satisfaction.
- Consults customer history before making the telephone calls.
- Issues monthly reports on the state of customer satisfaction.
- Immediately notifies his/her supervisor of all customer complaints.

- Keeps a file containing the factual history of customer complaints and problems, documented with the customer's name, the model of the vehicle, the maintenance date, the nature of the problem, the personnel concerned and a detailed description of the solution.
- Actively participates in managing the customer database. Ensures that the list of calls is updated.
- Discusses the state of customer satisfaction with his/her supervisor, noting any major changes.
- Keeps a file on the dealership's customer satisfaction successes.
- Actively participates in developing the questionnaire designed to follow up by telephone on customer satisfaction.
- Participates in developing customer satisfaction programs and suggests improvements, if necessary.
- May be called upon to perform telephone follow-up with customers of the sales department within 48 hours, with a view to ensuring customer satisfaction.

Miscellaneous tasks

- Writes the required correspondence, before or after making the telephone calls, according to management policies.
- Acts as resource person for all special projects to improve customer satisfaction.
- Takes part in after-sales or sales department meetings, as requested.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

<p>N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.</p>
