

**Job title:** Technical Advisor/Department Salesperson  
**Department:** After-sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Welcomes customers and gathers the information required to identify and define the vehicle repair and maintenance work they require. Sells maintenance services and organizes the work schedule, while maintaining excellent customer service.*

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

#### **Tasks related to customers**

- Welcomes the customers warmly on arrival and obtains information about their cars.
- Explains the nature of the work performed and all the costs to the customers.
- Advises customers on how to look after their cars and stresses the importance of maintenance, based on the manufacturer's technical features.
- Maintains high standards of customer satisfaction.
- Ensures that customers are informed of all promotions and services provided by the dealership.

#### **Miscellaneous tasks**

- Is responsible for telephone requests for appointments and inquiries about work underway.
- Arranges appointments for maintenance services. If possible, obtains information about the customers and their cars before they come to the dealership.
- Sells lubricating, safety inspection and other services of a similar nature or any other maintenance required by the manufacturer.
- Accurately records the car problem experienced by the customer, on the work order.
- Distributes tasks to the technicians.

- Test drives the car with the customer, as necessary, in order to confirm the nature of the problem or refer the customer to a technician.
- Takes into account previous checkups, inspects the car and recommends any additional repairs required.
- Prepares a detailed and accurate estimate of the cost of labour and parts.
- Determines the time frame for completion of the work; verifies this with the shop dispatcher, if necessary.
- Has the customer sign the work order and provides him/her with a copy.
- Determines the payment method. Obtains credit approval, if necessary.
- Notifies the shop dispatcher of the work to be done.
- Checks how the work is progressing throughout the day. Contacts customers if there is any change in the estimate or the time frame for completion of the work, explains the cost and time required in detail, and obtains the appropriate authorization before any additional work is done.
- Verifies the scope of the warranty coverage on the vehicle to be repaired before work is begun.
- Examines the work orders, to ensure that the work has been finished and that they indicate any additional repairs and authorizations. Closes the work orders, in keeping with established procedures.
- Ensures that cars are parked in the correct spaces. Ensures that they are locked, and that all the keys are labelled and properly organized.
- Ensures that department forms, lists of repairs and pricelists are up-to-date.
- Is an active participant in the quality control process, to make returns to the shop unnecessary.
- Inspects car bodywork, notifies customers if any work is necessary and prepares the estimate accordingly.
- Ensures that the work area is kept clean.
- 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**

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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.

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