

This is a great career if you enjoy interacting with people. The skills gained in an Automotive Service career can be transferred to many sectors of industry leaving you with many options to choose from.

# Automotive Service Advisor



Australian Government  
Department of Education,  
Science and Training  
National Skills Shortages Strategy

## What sort of things do Automotive Service Advisors do?

- Work with Automotive Technicians to repair vehicles
- Provide advice and assistance to customers about their vehicle
- Costing of repairs/servicing and raising job cards
- Booking in customers and customer follow-up
- Invoicing
- Keeping track of work being done on customer cars
- Interpreting problems via workshop repair order
- Cash/till handling
- Provide high level customer service
- Build customer relations
- Perform office duties relating to a vehicle service environment

## Where do Automotive Service Advisors work?

- Vehicle dealerships
- Automotive mechanical repairers
- Automotive vehicle body repairer workshops

## You would enjoy being a Automotive Service Advisor if

- Have a medium level of math's and medium English skills
- You enjoy being prepared and have an ability to prioritise,
- Have excellent communication skills
- Enjoy working with people
- Have a keen eye for detail
- Have an ability to think on your feet
- Enjoy problem solving.

## Trade Facts What sort of training do you need?

Most employers will require a certain level of automotive technical knowledge and may require you to have completed an Automotive Technician qualification. This training is provided through Registered Training Organisations to the Certificate III level.

You may be able to start training for this occupation while still at school.

There is also training available for Service Advisors. The length of the training can vary and may involve on-the-job and off-the-job components.

## Smart Move

Automotive Service Advisors may progress to positions such as service manager, workshop foreman, technical officer, business owner/ manager.

## Automotive Service Receptionist

Automotive Service Receptionist roles are slightly different to that of service advisors. Their main duties include answering telephones and organising the reception area, taking customer bookings, greeting customers and providing excellent customer service. Automotive Service Receptionists work mainly with the Service Advisor and Manager.

No technical training is required for this role.

**Automotive Service Manger**  
Automotive Service Advisors can often progress to Service Manager. The role of a Service Manager is often very demanding and challenging. This career will require you to have well established skills in motivating and creating positive team environments and you are responsible for the functioning of the service department and are often in charge of many people. This career requires a high level of personal commitment and focus and exceptional people skills and leadership qualities. If you have an ambition to succeed and take the next step then this is a great career choice for you. Service Managers can progress to Business Mangers or Owners.

## How do I get a job as an Automotive Service Advisor or Manager?

- Join a Group Training Company
- Respond to advertisements in the paper or internet
- Refer to the 'Automotive Careers on the Move' flyer for more information and contact details in your state.

