

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
- Service stations
- 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 prioritize,
- 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 will 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 some 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 Receptionists role is slightly different to that of a service advisor. 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 a 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 like MTA Apprenticeship Plus. Telephone 1300130 682 or www.mtaplus.com.au
- Respond to advertisements in the paper or internet
- Refer to the 'Automotive Careers on the move' flyer for more information

More information?

Go to www.mtansw.com.au or email training@mtansw.com.au

