

Aftersales Consultant

Location: Stellenbosch
Reference: #CAW005486/NT
Company: [SydSen Recruit](#)

Our client is looking for an aftersales Consultant to join their team in Stellenbosch, Western Cape.

Role objective:

To strive in providing customers with a professional service experience whilst ensuring adequate communication between customers, parts and service departments in achieving customer satisfaction goals.

Main responsibilities:

- Prepare for the arrival of the customer
- Taking care of customer at initial consultation upon arrival
- Ensure accurate Warranty and Motor plan details on system
- Update Dealer Management System, track all vehicles and update control systems
- Liaise with customers on regular basis throughout service
- Ensure accurate invoice payments
- Vehicle hand over
- Customer follow – up and reminders

Requirements:

- Senior Certificate Grade 12
- Minimum two years' Service Advisor experience in a Dealership
- Computer literate (Office Suite)
- Driver's license, own transport
- Technical Qualification (Advantageous)
- Certificated Service Advisor Training Completed (Advantageous)

Please note only candidates with the required experience will be contacted and considered. If you are not contacted within 14 days, kindly consider your application unsuccessful.

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