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required by each Group). Core Competency Framework for Advisors - GOV.UK Technical Knowledge for Service Advisors - this book by Gregory Marchand helps Automotive Service Advisors learn how to understand technician repair lingo so that they can communicate effectively with their customers. Automotive Service Advisor Job Description - JobHero We are looking to recruit a team of Customer Service and Technical Support Advisors who will support one of our home phone and broadband clients. ... Maintain broad knowledge about the company's products and services. 2 years of experience in technical support or another helpdesk role. Technical Service Advisor Jobs - September 2020 | Indeed.co.uk For a service advisor, the key to good comprehension skills is having extensive mechanical and engineering knowledge. Whether you're speaking to your own technicians, ordering parts, or looking over complex technical documents, the technical aspects of your automotive service training will definitely come in handy, but the learning won't stop at

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skills and ability to grasp technical products. A "passion" for people and delivering a 1st class customer service experience. An "empathetic" personal approach towards professionally handling customer enquiries. A confident, professional and friendly communicator with strong verbal and written skills.

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Competent Customer Service Advisors study up on every facet of the product and learn from other team members about unusual troubleshooting requests or queries. Is Conscientious, Hard-Working and Superbly Organised. Conscientious people tend to make great Customer Service Advisors because they are reliable, methodical and organised.

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As a Customer Service Advisor you'll be at the frontline of our business taking inbound calls from our customers reporting repairs and providing an excellent customer experience on every call. Every successful customer service centre is a reflection of the people who work in it and our call centre is no exception to this rule, it really is our people that make the difference.

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