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As for training to be a service advisor, you might need to get some automotive technical knowledge as a start.

You might also be

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required to get certified for different aspects of automotive engineering and such. There are usually classes and exams award you these qualifications.

THE WORK OF A
SERVICE ADVISOR -
Chris Collins

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Conscientious people tend to make great Customer Service Advisors because they

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are reliable, methodical
and organised.

What Makes a Great
Customer Service
Advisor?

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with technical
knowledge requirements
and behavioural
indicators that
overlapped with the core
DFID competencies.

The new format reduces

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overlap and separates behavioural competencies, contextual information and technical knowledge (see new Technical Competency Frameworks for the technical knowledge required by each Group).

Core Competency

Framework for Advisors

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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

Page 19/33

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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

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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

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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 graduation. As your career goes on, you'll need to constantly refresh and update your

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Knowledge in an ever-changing industry.

6 Skills You'll Need to
Become a Successful
Automotive ...

1. Effective Listening.

The foundation for providing great service is, first of all, the ability to simply listen to what a customer is saying.

Customers are already often frustrated about

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something when they call, and nothing compounds that frustration more than to feel misunderstood and misinterpreted.

10 Customer Service

Skills That Every

Contact Centre ...

Good knowledge of MS Office. 3 days ago. Save job Not interested

Report Job ... Support

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training and
development of new
technical customer
service advisor's.

Assisting engineers with
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Technical Customer
Service Advisor Jobs -
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Technical Knowledge

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For Service Advisors

Comprehension skills:
Service Advisors should be able to comprehend customers questions and concerns as well as what is being said when technicians give complex service recommendations.

Engineering and mechanical expertise:
Having extensive knowledge in these

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areas is essential when looking over complex technical documents, ordering online and speaking with technicians.

Service Advisor Job

Description | Indeed

Proven Customer

Service skills and ability

to grasp technical

products. A "passion"

for people and

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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.

Technical Support

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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

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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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Independent client
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construction industry knowledge. The Government Construction Strategy proposes that publicly-funded projects should adopt either a design and build, private finance initiative (PFI) or prime contract procurement route, unless it can be demonstrated that an alternative route offers

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