

Stephex Group is a family-owned company based in Meise, Belgium. In addition to our horse-trading business, we are also active in the Real Estate and automotive industry. We are market leaders in the construction of exclusive horse trucks, motorhomes and 2-horse trucks. Our extensive dealer network allows us to service customers all over Europe and beyond. The company has an excellent reputation for high-quality, user-friendly design that extends way beyond the Belgian borders.

To support its significant growth, Stephex Group is currently looking to strengthen itself with a:

SERVICE ADVISOR

Job description

As Service Advisor you will be working in our workshop 'Stephex Service' located in Merchtem. Acting as the liaison between our customers and service technicians. Ensuring customer service by providing our clients with information and advice on repairs, service and timeline. Working in close collaboration with the Workshop Manager and Service Director.

Responsibilities

- Welcoming clients at the front desk and treating incoming phone calls.
- Answering questions about service outcomes.
- Scheduling appointments, vehicle drop-off/ pick-up.
- Providing clients with information and advice on repairs, service and maintenance.
- Informing clients about service changes or pick up times.
- Maintaining positive customer relationships.

Qualifications

- Experience in a business technical discipline is preferred.
- Experience in the automotive business is a plus.
- Fluent in English, Dutch and French. German is a plus.
- The ability to communicate with technicians, customers and management.

Skills

- Hands-on and independent.
- Proficient with all standard MS Office applications.
- Strong customer focus.
- Excellent customer service and communication skills.
- Strong organizational and problem-solving skills.

SERVICE ADVISOR

Job offer

- Attractive remuneration package in line with your experience and added value.
- Full-time employment.
- Challenging opportunity.
- International, strong and growing environment.

Apply online via <https://stephex.com/careers/> or via: hr@stephex.com