



MDS COMMERCIAL CENTRE (EUROPE)

LIMITED



#JOB-2448356



SHAW COMMERCIALS, Castlebar Rtl Pk,
Castlebar, Co. Mayo, F23 N996



No of positions : 1



Paid Position



42.5 hours per week



33000.00-45000.00 Euro Annually



13/05/2026



10/06/2026

How to apply

Application Method :

Not available



Open your camera app & point here to view this ad online



Automotive Service Advisor

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Act as the primary point of contact for customer enquiries relating to vehicle servicing, diagnostics, maintenance, and repair requirements

Accurately record customer concerns, vehicle details, and service requirements within the Dealer Management System (DMS) / Workshop Management System

Coordinate workshop bookings and service schedules in collaboration with the Workshop Controller to support efficient workshop operations and technician productivity

Liaise with automotive technicians regarding repair requirements, diagnostics, job progress, and service updates

Coordinate with the Parts Department to ensure timely availability of required components for servicing and repair operations

Provide customers with timely updates regarding vehicle status, repair progress, estimated completion times, and additional work requirements

Prepare and maintain job cards, repair orders, invoices, and service documentation in accordance with company and manufacturer standards

Assist in preparing repair estimates and service quotations based on workshop diagnosis and inspection findings

Maintain accurate customer, vehicle, warranty, and service history records within the dealership management system

Support warranty administration and manufacturer compliance procedures where required

Assist in ensuring workshop operations comply with manufacturer repair procedures, company standards, and health & safety regulations

Maintain effective communication between customers, technicians, workshop management, and parts personnel to support efficient workflow and customer satisfaction

Contribute to the continuous improvement of workshop processes, service efficiency, and customer service standards

Perform any additional duties reasonably assigned by management in support of workshop and aftersales operations

- **Sector:** wholesale and retail trade; repair of motor vehicles and motorcycles

Career Level

- Experienced [Non-Managerial]

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 5
- **Minimum Qualification:** Level 7 (incl Diploma & Ordinary Bachelor Degree)

(Desirable)

- **Ability Skills:** Communications, Computer Literacy, Customer Service
- **Competency Skills:** Decision Making, Leadership, Priority Planning, Time Management