



Vehicle Service Adviser

Closing Date: 13 November 2026
Pay: £33,000- £38,000 per year
Hours: 45 hours per week, Monday to Friday

Job description:

Thame Cars is looking for a customer-focused Service Adviser to join our busy Service Department at Rycote Lane, Thame. This is a fantastic opportunity for someone with a background in retail or hospitality who thrives on delivering outstanding customer service, to bring that experience into the motor trade.

About the role:

As a Service Advisor, you will be the face of our Service Department, taking every one of our customers through the Thame Cars journey and delivering our promise of **Simple, Safe and Easy** at every step. From booking in their vehicle through to handing back the keys, you will ensure every customer receives a warm welcome, clear communication, and a service experience they can trust.

Key responsibilities:

- Greet and manage service and MOT customers, taking them through the full Thame Cars journey
- Deliver Simple, Safe and Easy at every customer touchpoint
- Book in vehicles, liaise with the workshop, and keep customers updated throughout their visit
- Identify and confidently present additional service, repair, and product opportunities to customers
- Handle customer queries and concerns professionally, escalating where required
- Process invoices, payments, and paperwork accurately and in line with company procedures
- Support the wider Service and Sales teams to maintain the highest standards of customer care
- Uphold and champion the Thame Cars values in every interaction

What we're looking for:

- A genuine passion for customer service, with a background in retail or hospitality



- A confident, sales-focused approach with the ability to spot and act on opportunities
- A natural problem solver who stays calm under pressure and finds practical solutions for customers
- Excellent communication skills and a friendly, professional manner
- A strong team player who takes pride in their work
- Well organised, with good attention to detail
- Full alignment with the Thame Cars values
- A full UK driving licence

Salary, hours and benefits:

Salary: £33,000 per year plus bonus scheme*

Hours: 45 hours per week, Monday to Friday

Annual leave: 27 days of annual leave (including bank holidays)

Other benefits: Access to training
Company discount
Pension scheme
Quarterly Bonus*

**You will be eligible to join the company bonus scheme after 3 months' service, with the opportunity to earn up £38,000 a year (16% of salary).*