Emerald Truck & Van Limited is a commercial vehicle dealership based in Dublin. We are the sole IVECO Importer in Ireland and we have our head office in Ballymount, South Dublin. We are supported by a network of regional partners across the country. IVECO is an international leader in the development, manufacture, marketing and servicing of a vast range of light, medium and heavy commercial vehicles selling more than 150,000 vehicles each year.

Due to continued growth of the business we require a **Service Advisor** who can provide a thorough service to our customers to ensure their vehicles are back on road within the shortest time possible. Experience while an advantage is not essential as full training will be provided. Most importantly we are looking for an enthusiastic and reliable team worker who relishes learning new skills and gaining new knowledge every day.

As a Service Advisor at our Dublin site, you'll be a key point of customer contact for service and aftersales care ensuring that the dealership image with customers is of the highest level through the provision of relevant, accurate and timely information and always demonstrating professionalism.

You will contribute to the smooth and efficient operation of the service department by organising and booking work in conjunction with Workshop Control, ensuring the availability of parts, accurately recording all repair information, identifying vehicles requiring detailed diagnosis and liaising with customers to advise regarding additional repair work or delayed completion. You will also maximise service profitability through loading workshop schedule to maximise workshop capacity utilisation, selling additional products, services and repair works in a professional manner and ensuring accurate and timely invoicing.

The core aspects of the role include:

1. Providing exceptional customer service using various forms of communication for example in person, phone, or email.
2. Assist with the daily planning of vehicles in the workshop ensuring full utilisation of time available.
3. Updating customers on their vehicle progress whilst in our workshop
4. Scheduling services required for customers.
5. Dealing with customer queries.
6. Exceeding customer expectation by ensuring you are part of a brilliant team which provides a quality service to all customers getting their vehicles back on the road to keep our country running.
7. To understand key performance targets and support your colleagues and team to achieve them.
8. To embrace all opportunities of learning and developing alongside the rest of the service team.
9. To attend recognised courses of instruction and achieve the correct pass mark for each course.
10. To respect the property of the Company and any property for which the Company is responsible, or which is in their care.
11. To assist with general housekeeping or any other duties required within the service department area.
12. To enjoy your time as a brilliant colleague within Emerald Truck & Van.

As the ideal Service Advisor at Emerald Truck & Van we will be looking for you to be able to demonstrate to us (experience is not essential as long as you are willing and quick to learn)

- Previous experience working in a CVRT, Commercial or car dealership
- Vehicle mechanical knowledge
- Display a high level of customer service
- IT Literacy

- Knowledge of CDK (Keyloop) dealer management system
- Brilliant levels of communication written or verbal
- Interest in motor vehicles
- Enthusiastic, Team Player, Flexible.

At Emerald Truck & Van one of our core values is we believe our colleagues are our most important asset and you can be assured that should you be offered a position with us you will receive excellent training and will become part of a brilliant team.

What's in it for you?

As an Emerald Truck & Van colleague, you will have access to a comprehensive benefits package including:

- 31 days holiday per year (inclusive of Bank Holidays)
- Group company product discounts
- Industry Leading Training from Iveco our franchise Manufacturer
- Career progression opportunities
- Internal engagement initiatives
- Long service awards
- Refer a friend incentive
- The opportunity to get involved in a range of charity fundraising opportunities
- We also pride ourselves on offering internal and external training and development opportunities along with realistic career paths for each member of our team
- Industry leading salary levels along with performance related bonus commensurate with candidate experience and ability

Together We Make a Difference and it is our ambition to work together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity.

This is a real opportunity for the right person to join our growing business that will offer tremendous career progression potential.

Please note:

1. The above list is not exhaustive and may be subject to change. It should be noted that the duties, designation and location of the post may be subject to change to meet the changing needs of the organisation.

2. Emerald Truck & Van reserve the right to review the experience and qualifications required depending on the volume of applicants.

3. Salary – will be dependent on experience and qualifications.

4. If you feel up to the challenge and have the relevant experience and ability we need, please email your CV and covering letter to jobs@emtv.ie.

5. The closing date for receipt of applications is Friday 4 December 2026.