

Campus Recruitment Notice

## Service Advisor

Role	Department	Location	Annual CTC
Service Advisor (SA)	After-Sales Service	Ahmedabad / Anand	Rs. 1.80 Lakhs p.a.

### About Paras Trucks and Buses

Paras Trucks and Buses is a leading authorized dealership of Ashok Leyland — India's second-largest commercial vehicle manufacturer — with over 18 years of presence across Gujarat, Rajasthan, Punjab, and Haryana. Our operations span six OEM partnerships, with Ashok Leyland being the flagship, representing the full range of M&HCV (Medium & Heavy Commercial Vehicle) trucks and buses.

We operate modern, process-driven workshops in Ahmedabad and Anand built on Ashok Leyland's structured service framework. Our after-sales environment is digitally enabled, quality-focused, and committed to delivering world-class service to fleet operators and vehicle owners across the region.

Joining Paras Trucks and Buses means stepping into an OEM-backed environment where you will receive product training, process mentorship, and hands-on exposure to the commercial vehicle industry from day one.

### About the Role

The Service Advisor is the primary interface between the customer and the workshop. You will manage three critical responsibilities in the service cycle — preparing cost and time estimates, obtaining documented customer approvals, and creating the Job Card that drives workshop execution. The role demands a blend of technical understanding, clear customer communication, and documentation accuracy.

### Key Responsibilities

#### Cost and Time Estimation

- Prepare detailed service estimates covering labor, spare parts, consumables, and expected turnaround time based on inspection findings from the Technical Advisor
- Use standardized repair order mapping tools to ensure estimate accuracy and minimize post-approval revisions
- Clearly communicate the scope of work and cost breakdown to the customer in a professional and transparent manner

#### Customer Approval

- Present the service estimate to the customer and obtain documented approval before any repair work is initiated
- Manage customer expectations proactively regarding timelines and communicate any scope changes promptly
- Maintain a professional and courteous customer experience from vehicle check-in through to delivery

#### Job Card Preparation and Delivery

- Create the Job Card in the DBM (Dealer Business Management) system capturing approved scope of work, labor operations, parts required, job category, and committed timelines
- Ensure Job Card completeness and accuracy before handover to the Floor Supervisor for workshop execution

- Track job progress on the floor and provide proactive status updates to the customer throughout the service cycle
- Facilitate vehicle delivery, review the final invoice with the customer, and collect delivery acknowledgement

### Qualifications

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- Diploma or B.E. / B.Tech in Automobile Engineering / Mechanical Engineering, or a graduate in any discipline with a strong interest in automotive after-sales
- Strong communication skills in Hindi and Gujarati; English is an added advantage
- Customer-oriented temperament with the ability to explain technical information in simple, accessible terms
- Comfort with documentation, digital workflows, and data entry in DMS or ERP-type systems

### What to Expect

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- Structured onboarding with training on Ashok Leyland's service processes and DBM system
- Regular customer interaction with opportunity to build lasting relationships with fleet operators
- Exposure to the complete after-sales service cycle in an organized, process-driven workshop environment
- Mentorship from experienced service professionals within the dealership group

### How to Apply

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Interested candidates may send their resume to:

[hr.guj@parastrucks.in](mailto:hr.guj@parastrucks.in)

**Subject Line:** *Application - Service Advisor (SA) | [City]*

Placement officers are invited to share this notice with eligible final-year students and coordinate with our HR team for campus presentations, pre-placement talks, or interview scheduling at your institution.

**For placement coordination and queries:**

HR Department — Paras Trucks and Buses

Phone: +91 74969 70303

Email: [hr.guj@parastrucks.in](mailto:hr.guj@parastrucks.in)

*Paras Trucks and Buses is an equal opportunity employer. We welcome applications from all eligible candidates.*