Service Advisor and Cashier

Customer Check-In, Approvals and Payment · Founding Team 2027 · AUX-SITE-SD-04

Reference	AUX-SITE-SD-04	**Level**	Customer service, 2+ years
Reports to	Workshop Operations Manager	**Location**	On site in Dubai, at the pilot workshops
Employment	Full time, shift-based including evenings and weekends, UAE employment contract	**Start**	Ahead of the first pilot workshop opening (about 9 months after our Seed round closes)

About Auxionetics

Auxionetics Artificial Intelligence L.L.C S.O.C is an IP-led robotics company in Dubai. Our patent-pending technology aims to let people and robots work safely side by side, and its first use will be the Smart Robot Mechanic: a car-service bay in which two collaborative arms will take on the repetitive, physically demanding work while a skilled technician stays in charge of every job. Six US patent applications and an international (PCT) application have been filed. We will run our own workshops in Dubai and license our Human-Robot Collaboration platform once it runs reliably in daily operation.

Why this role matters

For most customers, you will be the face of Auxionetics. You will welcome each driver, explain the service, obtain approvals for any extra work, take payment and make sure every customer leaves with confidence in what was done.

What you will own

- **Welcome and check-in.** Greet customers, register the vehicle and explain the service and timing.
- **Approvals.** Present findings and quotes for extra work, and record the customer's approval.
- **Payment.** Take payment accurately and close each job with a clear service record.
- **Fleet customers.** Handle fleet bookings and account customers to their agreed terms.
- **Customer care.** Answer questions, resolve complaints and record feedback.
- **Cash control.** Balance the cash and card records at the end of every shift.

Minimum qualifications

- 2+ years in customer service, ideally in an automotive workshop or service center.
- Accurate handling of payments and records.
- Friendly, clear spoken and written English.
- Good computer skills.

Preferred qualifications

- Arabic.
- Automotive service advisor experience.
- Point-of-sale or workshop management software.
- Fleet account experience.

Your first year

By	What success looks like
Training	Completed service, systems and safety training before opening.
3 months open	Every customer checked in, approved and paid correctly, with records complete.
12 months	Customer satisfaction at target and repeat customers growing.

How we work

- **Safety first.** Nobody enters a working bay without the right training; every job follows a documented safety procedure.
- **Measured, not claimed.** Every job is recorded, so we know what works and fix what does not.
- **One team.** Robots do the repetitive work; people stay in charge, and every voice on the shift counts.

What we offer

- A founding place in a new kind of vehicle service in Dubai, with training on robotic equipment that few workshops in the world use today.
- A competitive salary; company-paid visa, work permit and health insurance; annual leave and end-of-service gratuity under UAE law.

Conditions. Every offer is conditional on the close of our Seed round, satisfactory checks, a UAE work permit, and an agreement assigning to the company the IP created in employment.

> **How to apply.** Email your CV and a short note on your customer-service experience to careers@auxionetics.com, quoting AUX-SITE-SD-04. Shortlisted candidates will have an interview and a short customer-service role play. CVs are used only for recruitment and deleted within 12 months unless the candidate joins us. **Auxionetics is an equal-opportunity employer** and selects on merit alone.