

Centre Support Assistant / Receptionist - 12 Month FTC

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Company: eRecruitSmart

Location: Guildford

Category: other-general

Porsche Retail Group have an excellent opportunity for a **Centre Support Assistant / Receptionist** to work for one of the world's most iconic brands and join the prestigious **Porsche Centre Guildford**. This well-located showroom is about to undergo a major redevelopment. The Porsche Centre is based within the main city area and there are retail parks close by. The dealership offers staff parking and is a 15-minute walk from Guildford main line train station.

Important: For the Centre Support Assistant / Receptionist you will work 27.5 hours over 3 days, 8.30am - 6.30pm including a Saturday 8.30am-5pm on a fortnightly rota basis.

Please only apply if you are willing and able to do these hours.

About the company

Porsche Retail Group is a wholly owned subsidiary of Porsche Cars Great Britain and are one of the largest Porsche Dealer Groups in the UK, representing five Porsche Centres located in Guildford, Hatfield, Mayfair, Reading and West London. Porsche Retail Group are proud to be one of Best Companies' **Top 100 large companies to work for in the UK**, as well as a **Top 5 company in Automotive**, and combine an outstanding working environment with great benefits and an extremely competitive package.

About the role

As a Centre Support Assistant / Receptionist, you will also provide an efficient and effective

administration support service to the management team, including:

Presenting a warm welcome to all customers and visitors to the Centre

Building rapport with guests and establishing their needs quickly and efficiently to maximize their experience

Acting as a Brand Ambassador, reflecting the Porsche Retail Group brand image and standards at all times

About the core responsibilities

In the role of Centre Support Assistant / Receptionist you will:

Handle all customer queries in a professional and timely manner through any medium (in person, phone, e-mail or on-line)

Distributes enquiries, calls and messages to colleagues in an accurate, timely and appropriate manner.

Obtain all necessary customer information in order to share data with colleagues and input on to the required system documents. Fully maintain accurate data relating to customers as appropriate.

Maintain accurate customer enquiry records as defined by management

Ensuring all customer needs are looked after for each department (Sales, Aftersales and Parts), including the offer of refreshments and be confident to converse with the customer

Promoting and selling of Porsche Products and Services such as Porsche selection which includes showroom transactions of ordering and taking payments

Pro-actively approach customers in the showroom to discuss product information and offer help/advice and demonstrate vehicle options

Provide customers with specification information on all Porsche products and services available through the Centre including Aftersales

Develop a good knowledge and understanding of all competitive products and dealerships in order to provide better insight to customers

About you

To be successful for the role of Centre Support Assistant / Receptionist you will have
Experience in a similar front facing role

Excellent customer services ability

Immaculate presentation and interpersonal skills

Strong administration and time management ability

About the rewards

For the role of Centre Support Assistant / Receptionist the hours of work are 3 days per week Monday to Saturday 8.30am to 6.30pm.

There is a basic salary on offer of £11.05 per hour (circa £23,000 per annum, pro rata) plus bonus of up to £3,000 over the year, pro rata. You will also receive a fantastic benefits package, including:

25 days holiday per year plus bank holidays, pro rata

Option of a VW group vehicle at preferential leasing rates

Private Medical Insurance

DC Pension Scheme

Life Insurance

Staff preferential rates

Employee Discounts Programme

Employee Assistance Programme

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