

## Centre Support Assistant / Receptionist

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Company: eRecruitSmart

Location: London

Category: other-general

Exciting News! Porsche Retail Group is expanding our team and we 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 West London**. This impressive Centre is a state-of-the-art building with a Barista service coffee bar, close to public transport links, heavily subsidised parking and is located 5 minutes' walk from Chiswick High Road, which is full of shops and restaurants.

**Important:** For the Centre Support Assistant / Receptionist the hours are Tuesday to Friday 11am to 6pm and Saturdays 8am to 5pm.

Please only apply if you are willing and able to work 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 all 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 there is a basic salary on offer of £12.44 per hour. 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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