

United Kingdom Jobs Expertini®

Customer Service Advisor

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Company: MAN Truck & Bus UK Ltd

Location: Gateshead

Category: office-and-administrative-support

Do you have experience of providing a fast and effective service for a variety of customers?

Are you able to work well under pressure, with a keen eye for detail?

We are looking for a Customer Service Advisor to join our busy Gateshead Branch on a full-time, permanent basis.

The team supports the busy workshop with managing, booking and maintaining job cards and ensuring they're all accurately and efficiently processed within a timely manner. All while engaging and communicating with customers, colleagues and key stakeholders at all levels.

In this role, along with managing the workload with the workshop, you will also be required to support the parts department with ordering parts and sub-contract work when required. You will be costing the work and raising invoices from job card/repair orders. Which in turn will mean you are responsible for the cash, cheques for any work completed and parts used that will need to be charged back to appropriate accounts. You will be responsible for reporting time, hours sold, statistics and budgetary information as and when required.

We are looking for someone who is flexible, proactive and likes working in a fast-paced environment. You will work in a fairly small team who are passionate about their role and colleagues. Ideally, you will have some technical knowledge or administrative experience in a customer service environment.

It is important to us to make sure we look after our employees and therefore we offer a competitive salary plus bonus scheme. You will have access to an excellent pension scheme, fantastic company car scheme with a new VW group car every six months, as well as 25

days holidays plus bank holidays.

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