

## Service Advisor

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Company: eRecruitSmart

Location: Hatfield

Category: other-general

Porsche Retail Group (PRG) have an excellent opportunity for a Service Advisor to work for one of the world's most iconic brands and join Porsche Centre Hatfield.

If you're an experienced Service Advisor, ideally with recent dealership experience, we'd love to hear from you.

### **What you'll be doing as a Service Advisor**

Advising potential, new and existing customers on which service or maintenance may be required to be performed on their vehicle

Ascertaining the customers' automotive problems

Providing a quality ownership experience at all times

Take bookings from walk in customers, upselling services and accessories

Prepare job cards, service and repair estimates

Tracking the vehicle through the workshop and updating the customer on progress

Prepare invoices and take payment

Conduct post service follow ups 24 hours after the customer has collected their vehicle

**So, what makes life at PRG unique?**

Every staff member is treated as a brand advocate

Salary increases in line with progression.

### **That sounds exciting, but what else?**

A basic salary of up to £34,000 dependant on experience

Annual bonus of up to £6,000

25 days holiday per year plus bank holidays, with extra days for long service

Fixed hours each week - no shift patterns. Monday to Friday 8.00am to 5.30pm and 1 in 4

Saturdays on a rota basis from 8.00am to 1.00pm with paid overtime

Option of a VW Group Vehicle at preferential leasing rates

Complimentary hot and cold soft drinks

Private Medical Insurance, with the option to add your loved ones

Dedicated mental health champions

Employee representative body - your voice at work

Preferential rates on several products and services, including high street brands, restaurants, gyms and Porsche products

Life Assurance

Income Protection Insurance

DC Pension Scheme

Employee Assistance Program - support and advice on issues impacting your wellbeing

### **And what's it actually like to work at Porsche Centre Hatfield?**

Located by Hatfield Business Park with a newly refurbished staff area which has a pool table, darts and a TV

Only a 5-minute drive to The Galleria shopping centre and Hatfield Retail Park with a range of Eatery's.

Free car parking on site.

Free drinks and snacks

### **And what about you?**

We value attitude over experience and offer a comprehensive training and support

You will need experience as an automotive services adviser and exemplary customer liaison ability

### **And finally – who are we?**

Headquartered in Reading alongside Porsche Cars GB Ltd, we are owned wholly by Porsche Germany. We operate five Porsche Centres, two satellite Service Centres and a Trade Parts Distribution Centre in and around London.

Our journey embodies the Porsche DNA, a love of sports cars and a passion for excellence and challenging the status quo.

You'll find our culture of trust, integrity, and empowerment filters through every channel of our business.

Our people have passion, thriving on a friendly rivalry that inspires all of us to be better and a genuine desire to go further for our customers and each other.

### **So, what's next?**

Excited? We'd love to hear from you

Apply now with a copy of your CV and if selected, a member of the team will contact you for an informal chat

And don't forget to visit our 'socials', just search 'Porsche Retail Group'.

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