

Vehicle Service Advisor

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Company: Newstaff Employment Services Ltd

Location: Paradise Industrial Estate

Category: other-general

Newstaff Employment Services are recruiting for a Service Advisor to join a successful dealership based in Kings Langley, Herts.

The ideal candidate will have a background in liaising with engineers with regard to vehicle or machinery spare parts, scheduling of jobs or liaising with the workshop.

Main Responsibilities:

Book in machines & vehicles, ensuring appointments are convenient for the customer and the company and are in line with workshop capacity.

Produce accurate job cards, invoices and related customer information, providing relevant information to both the workshop and customers.

Liaise with the parts department to ensure parts availability, keeping customers informed.

Inform customers on the progress of each job, ensuring authority for any additional work before this is completed.

Collect any money/signed authority due prior to the release of a vehicle or machine and ensure this is processed promptly.

Provide customers with explanations of all work carried out and recommendations, optimising additional upselling opportunities to enhance the customer experience.

Respond to telephone and written enquiries in a prompt, courteous and efficient manner.

Skills Required:

Strong administrative experience is essential.

As you will be working closely with the Service Team some technical knowledge would be an advantage but this is not essential.

Ability to work well under pressure, handle conflicting demands, identify priorities and schedule work appropriately.

A friendly but professional manner and able to demonstrate integrity, discretion and objectivity.

Able to maintain strong working relationships with colleagues, the customer base and the manufacturers.

Benefits:

Holiday entitlement - 24 days per year plus 8 bank holidays

Pension - 3% employee contribution and 7% employer contribution

Life Assurance including dependent's pension

Free on-site staff car parking

Ongoing training as required

Hours:

Monday - Thursday, 8am - 5.30pm and Friday 8am – 5pm - 1 hour lunch break

Saturday, 8am - midday (on a rota basis only)

Salary - £23,000 pa - £28,000 pa depending on experience + Benefits

Interested? Please call Anne Marie on 01727 864777 or email CV to

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