

## SERVICE ADVISOR

JOB REF: 0484

Our client is the leading provider of heavy commercial vehicles in Northern Ireland. They are now looking for a service advisor to join the team at their Dungannon branch.

### Job Purpose

The purpose of this job is being the first line of contact for customers, greeting them in a courteous manner and interpreting their requirements.

### Responsibilities:

- Generating service schedules and sending reminders.
- Booking PSV appointments.
- Issuing workshop job cards.
- Monitoring progress of vehicles in workshop.
- Processing and closing out workshop job cards.
- Assisting with invoicing.
- Liaising with Workshop Foreman/Supervisors to maximise workshop loading and planning, to ensure efficiency and profitability.
- Contacting customers to inform them of any additional work required and providing accurate quotations to gain the necessary authority to complete the work.
- Contacting customers upon job completion, competently explaining the work that has been carried out and arranging vehicle collection/delivery.
- Ensuring customer satisfaction at all times, assisting with customer follow up to ascertain service level satisfaction, and ensuring that all customer complaints are handled courteously and efficiently.
- Other general administration duties, such as running various daily, weekly and monthly reports, scanning and filing paperwork, record archiving and general word processing.

### Person Specification

- Relevant service reception experience or experience of working within a franchised car/heavy vehicle dealership would be highly desirable.
- Be educated to GCSE standard or equivalent, including Maths and English.
- Possess strong administration skills.
- Possess excellent organisational skills and the ability to adapt to changing circumstances.

- Possess the ability to communicate effectively at all levels, both verbally and written and both internally and externally.
- Possess an ability to structure workload in an efficient manner.
- Be able to cope working under pressure.
- Must be confident with telephone communication and possess a polite and professional telephone manner.
- Possess an excellent level of computer proficiency.
- Be able to work effectively as part of a team whilst also possessing the ability to work effectively with minimal supervision.
- Have a full and clean driving licence.
- Some existing mechanical knowledge. (not essential)
- Be organised, methodical, proactive and enthusiastic.
- Have the ability to work as part of a team and be able to work on own initiative
- Have a warm, friendly and outgoing personality
- Ensure that all written and verbal communication is of a high standard
- Be willing to accept change and have the ability and flexibility to adapt accordingly as business needs require.
- Be tenacious and of a questioning nature.
- Be open and honest at all times and always work with integrity.
- Possess a willingness to learn and succeed.
- Insist on the highest quality work, whilst concentrating on efficiencies.

**Hours of Work:**

Monday to Friday – 8:30am to 5:00pm

*Contact Donna McGurk on 028 8676 0044 for a confidential chat or submit your CV via the link.*

***The Company reserves the right to vary criteria at the shortlisting stage.***

***Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.***

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