Job Title: Service Advisor

Location: Studley Green, High Wycombe HP14 3XB

Job Start Date: Immediately

Job Salary: £26-£35K

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DESCRIPTION:

We are an extremely busy, family run, local garage and hire company

We have a large fleet of over 30 hire vehicles, which range from Luton vans to small cars.

We are keen to employ a Service Advisor

JOB PURPOSE:

* Perform customer service tasks, including answering the phone, arranging service appointments, and contacting customers for vehicles pick up
* Listening and documenting customers’ car problems and passing the information to the mechanics and populating our Service System.
* Answering questions about service outcomes (after consulting with the mechanic if necessary).
* Estimating car repair costs and the time it will take for repairs to be completed.
* Dealing with insurance providers.
* Ordering parts.
* Quoting customers for repairs.
* Working closely with Business Manager and Workshop Manager to manage a smooth and professional customer experience.

RESPONSIBILITIES:

Advise and report any issues relating to Health & Safety and comply with all company policies and

procedure.

SKILLS REQUIRED

* The applicant must be proficient with computer systems
* Excellent communication skills and able to work in a busy and pressurised environment.
* Good knowledge of vehicle repairs
* Proficient with paperwork
* Determine workload and scheduling of work

PERSONAL SPECIFICATION

1. Energetic, proactive, calm under pressure, highly personable with a mature personality.

2. Strong Team-worker with the ability to thrive in a small closely knit and dedicated team.

3. Excellent organisational skills

4. Self-Motivated and with the ability to work unsupervised.

FULL DRIVING LICENCE

PERSONAL & WORK REFERENCES (will be taken up prior to job offer)-Essential

HOURS

Mon – Fri 8am -5.30pm

Alternate Saturday s 8am – 1pm

BENEFITS

20 days holiday + bank holidays

Pension

To apply, upload your CV and covering letter to info@studleygreenvehiclecentre.co.uk if

applicable.