

## **After Sales Service Advisor & Invoicing**

(Monday to Friday, plus alternate Saturday mornings)

**Post:** **After Sales Invoice Administrator**

**Accountable To:** **Branch Manager**

The post holder will be responsible for aiding the smooth daily operation of the after sales department working within a strong team environment. They will also need to fully utilise all available resources to ensure maximum efficiency & profitability are met through costing invoices to a high standard and deliver outstanding customer service to both internal and external customers by way of exceptional communication.

### **Particular areas of responsibility will be to: -**

- Provide a main dealer service for all customers.
- Keep Work In Progress to a minimum using daily monitoring reports & chasing outstanding aged job cards from the workshop/Service Department to enable the smooth flow of work coming through for invoicing.
- Support Invoicing department when needed, Cost all jobs coming through for Warranty/Sales/Internal & External Contracts & Retail customers.
- Assist in maintaining a daily flow of quality job cards ensuring information is accurate.
- Ensure all costing / invoicing of work orders is completed in a timely manner and meets daily, weekly & Monthly budget targets set.
- Ensure Health & Safety and safe work practices are met at all times within this position's working environment.
- Check and issue sublet order numbers to specialist / external agents and to arrange / plan such works as required.
- Deliver regular customer contact ensuring excellent standards of service is maintained and customer kept informed about all aspects of their orders/work being undertaken.
- Work together with the Service & Parts Departments as a team to ensure that excellent customer service is delivered at all times.
- Arrange banking of all cash sale invoices as required & keep cash accounts up to date.

- Daily invoicing of MOT appointments for our busy ATF lane.
- Carry out basic admin tasks, filing, posting etc.
- Prepare customer costing spreadsheets & fill in appropriate information as per customer requirements. Deliver this information to customer deadlines.
- Clear any invoice queries should they arise
- Allocate payment details to cash sale accounts
- Confirm customer service bookings / MOT in-line with Scania customer service flow

**Candidates should be able to demonstrate:-**

- Excellent organisational skills
- Good customer service skills
- Technical awareness of motor vehicles, analytical and administrative skills
- Ability to work as a team player within a busy department
- Able to work unsupervised and to strict deadlines
- Flexible approach to working hours
- PC literate
- Ability to work calmly in an environment that can be pressured

**Particular experience / skills that will be regarded as ideal are: -**

- A technical understanding
- Knowledge of the Automotive Industry
- Knowledge of the Kerridge/ Autoline system
- Previous experience with invoicing via Autoline

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