

JOB PROFILE AFTER SALES ADVISOR

41-hour week – includes 1 in 5 Saturdays

Monday – Friday 09.30am – 18.00pm (inclusive 30 minutes unpaid break)
1 in 5 Saturdays 8.00am – 13.00pm (included in salary as additional 1 hour per week)

Reporting to Depot Manager, the post holder will help the smooth daily operation of the After Sales Department, working within a strong team environment. The successful applicant will need to deliver outstanding customer service to both internal and external customers.

Working Monday to Friday plus alternate Saturdays the post holder will be expected to show a reasonable degree of flexibility of working hours to cover holiday and sickness when required.

Particular areas of responsibility will either be Service focused, or Parts focused, however applicants are expected to gain a working knowledge of both: -

General

- Deal with customer needs face to face and over the phone with a professional and friendly approach
- Work within credit account limits and obtain necessary authorisation.
- Maintain a good overall standard of house keeping, including filing.
- Input/extract information from the computer systems.
- Fax or e-mail estimates of repairs/parts required and ensure suitably authorised.
- Assist in maintaining a daily flow of quality paperwork to ensure timely invoicing.
- Ensure that usual trading terms e.g., discount levels are adhered to at all times.
- Assist with other duties as and when required.

Service Focus

- Ensure that all reception booking procedures are carried out including DCS (Dedicated Customer Service) and Vehicle Recalls.
- Raise job cards ensuring accuracy of customer and repair details.
- Pro-actively assist in keeping customers informed of job progress and advise them of any extra work required.
- Ensure service / inspection documentation is correctly completed and customer defect procedures are adhered to.
- Schedule customer inspections, services & MOT's.
- Cover basic parts activities as and when required.

Parts Focus

- Interpret customer needs and supply goods as requested.
- Order parts in line with operational needs and chase suppliers.

- Ensure that all outgoing stock, whether returns to suppliers or deliveries to customers, are checked, packaged, and documented correctly.
- Assist with delivery and collection of parts as required.
- Check incoming stock against delivery notes and store stock in correct location, updating computer with goods received.
- Ensure adequate stock control is maintained and assist with regular stock take.
- Assist with warranty returns and old unit stock returns.
- Establishing where VOR orders are essential within authority limits.
- Liaise with Recycling parts department.
- Cover basic service activities as and when required.

Candidates should be able to demonstrate: -

- ✓ Excellent customer service skills, including the ability build positive relationships with the customer and to interpret customer needs
- ✓ Proven administrative skills
- ✓ Proven organisational skills
- ✓ The ability to work as a team player in a busy department
- ✓ Computer literate
- ✓ Able to demonstrate accuracy and attention to detail
- ✓ Flexible approach to working hours
- ✓ Ability to work on own initiative under pressure

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

- ✓ Previous experience in a customer service environment
- ✓ Knowledge of the automotive industry
- ✓ Previous experience in a parts / service environment
- ✓ Working knowledge of Kerridge