

## **Office Administrator Apprentice/Junior**

(Monday to Friday)

**Post:** Office Administrator Apprentice/Junior

**Accountable To:** Depot Manager

The post holder will be responsible for aiding the smooth daily operation of the after sales department, learning all aspects of the Aftersales operation to gain a good understanding of the business. Working with Keltruck and Scania standards following Service Flow and Systematic management.

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

- Raise job cards ensuring customer details are correct, ensuring Campaigns & vehicle updates are identified & completed on Visits.
- Assist in keeping the customers informed of job progress at all times and advise customer of extra work required, creating estimates for repairs required and ensure work is authorised and any other follow up process needed.
- Ensure Warranty procedures are adhered to at all times
- Work closely with the Invoicing team to learn all aspects of the role to provide cover
- Work closely with the Parts department to gain a good understanding of the Parts process
- Assist in maintaining a daily flow of quality job cards to Service
- Work within credit account limits and obtain necessary authorisation (service)
- Answer general queries at the reception desk or on the telephone for service related enquiries
- Assist in other duties relating to the smooth running of the service reception.
- 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.

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

- Excellent organisational skills
- Good customer service skills
- 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