

Service Administration Apprentice

The position is for an enthusiastic person to learn all aspects of Service Administration in a very busy office environment.

This position is accountable to Mr Andrew Prymachuk, Branch Manager and reports to Vanessa Bentley - Administration Manager on a day-to-day basis.

Location: West Bromwich
Monday – Friday 40 hours

Your tasks

- ✓ Assist within departments to enable weekly and monthly targets are met.
- ✓ To provide holiday cover to Service Advisors and Reception.
- ✓ Audit job cards (work orders) and associated parts/service documentation for accuracy and adherence to internal and external procedures.
- ✓ Handle telephone enquiries, answering the phone in a friendly and open manner using the company standard greeting.
- ✓ Assisting with costing during holiday periods.
- ✓ Ensure work is planned via ADP and communicated to customers.
- ✓ Meet and greet all customers on arrival in a professional and friendly manner.
- ✓ Check and issue order numbers.
- ✓ Maintain Dealer Operating Standards.
- ✓ Proactively working to improve CSI and mystery shopper results.
- ✓ Explain and deal with invoice queries should any arise.
- ✓ WIP control and ensuring job cards are sought and handed into costing team.
- ✓ Depot administration tasks for all aftersales departments.
- ✓ Depot Manager assistance in depot audits as and when required.
- ✓ Check and issue sublet order number to suppliers and other Scania dealers.
- ✓ MOT Bookings and enquiries – Holiday cover only.
- ✓ Maintaining and uploading document to customers R2C vehicles.

Your experience/ skills

- ✓ Experience not essential as training will be given.
- ✓ Good customer service skills
- ✓ Able to build good relationships internally and externally.
- ✓ Organised individual
- ✓ PC literate – competent user of MS office advantageous.
- ✓ Able to work as a team player and multi-task within busy departments.

Additional information

For any questions related to this job, please speak to Vanessa Bentley on +44 (0)121 525 7000

Application Process

Applications should be submitted to vanessa.bentley@scania.com