

Coster / Service Administrator

The position is for a Service Administrator/Coster responsible for ensuring all branch work orders are invoiced on a day-to-day basis, ensuring the standards by both Scania and Keltruck

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

Location: West Bromwich

Monday – Friday 40 hours

Start and Finish times to be advised (inclusive of 30 mins unpaid break)

Your tasks

- ✓ Ensure all completed work in progress is invoiced to the relevant cost centre both internal and externally.
- ✓ 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.
- ✓ Check and issue order numbers.
- ✓ Maintain Dealer Operating Standards.
- ✓ Proactively working to improve CSI and mystery shopper results.
- ✓ Wip control and ensuring job cards are sought and handed into the costing team.
- ✓ Ensure work is planned via ADP and communicated to customers.
- ✓ Meet and greet all customers on arrival in a professional and friendly manner.
- ✓ Agree with the customer and workshop who will pay for the work – Retail / Warranty / Contract.
- ✓ Maintaining and uploading documents to customers R2C vehicles.

Your experience/ skills

- ✓ Excellent customer service skills
- ✓ Able to build good relationships internally and externally.
- ✓ Basic technical understanding of products
- ✓ Understanding of Operators Licence Laws and Regulation.
- ✓ Knowledge of the Autoline system (non-essential)
- ✓ Negotiation Skills (Negotiate with customers) – Able to negotiate effectively with the aim of reaching agreement with customers.
- ✓ Highly organised & proven administration skills
- ✓ Ability to work under pressure and without supervision.
- ✓ Able to meet weekly and monthly targets.

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