

Service Advisor

Location: Newark
Hours: 08.00am-17.00pm (60 minutes unpaid lunch)
Alternate Shifts: N/a
Alternate Saturdays:08.00am-12.00pm (included in salary)

Job Description

Working with the Keltruck Service Team, the position is for someone who will be the essential link between the customer and the workshop team. Providing excellent customer service through the accurate intake of data, utilising active listening and questioning skills, relaying updates outward and fostering relationships.

Identifying priorities for both parties which includes scheduling of work and liaising with other internal stakeholders to make this happen. The position also requires someone who can maintain a clean working area and has excellent person presentation.

Person Specification

Your excellent customer service skills and rapport building will be backed by the premium heavy goods vehicle on the market. Previous experience in similar environments would be ideal but not essential.

We are looking for someone who is customer focused, computer literate, scheduling competent and has the ability to intake customer data and transform that into relevant work order summaries following the relevant training.

We are looking for someone who is caring, displays integrity, is dependable and professional in their approach to working within our team and interacting with our customers. Building lasting relationships built on trust, reliability and consistency.

The person must comply with our Health and Safety standards at all times. The person will be expected to attend any training as required. Therefore, a car driving license would be preferred but again is not essential.

Our Great People, Get More

- 25 days annual leave plus bank holidays which increases with length of service
- Fully expensed manufacturer training with career pathways
- Free uniform
- Team Social Bonus based on overall Branch performance
- General joining bonus (T&Cs apply)
- Refer a friend scheme to incentivise bringing other people to the business
- Length of service awards, (extra pay, holidays and pension from Keltruck)
- Pension scheme (increase contribution options)
- Employee assistance program, access to doctors and support for you and the family
- Market leading employee platform for staff information, household savings and support
- Life insurance (often referred to as a death in service policy)
- Other elements such as free parking, warm drinks, Easter eggs and shopping vouchers

How To Apply

Call Matthew Mawer on 07711 638 833
Or submit your interest to Matthew.mawer@keltruck.com
Alternatively, send your CV and position you wish to apply for to careers@keltruck.com

