

## **Job Profile Service Administrator**

**Post: Service Administrator**

**Accountable to: Branch Manager**

The role of the Service Administrator/Coster is to ensure that all completed branch work orders are invoiced on a day to day basis, ensuring the standards set by both Scania and Keltruck are adhered to. In addition to this the role will act as a single point of contact for the customer, providing relevant, accurate and timely information through each stage of the process, ensuring customer expectations are met and exceeded.

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

- 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.
- Agree with the customer and workshop who will pay for the work – Retail / Warranty / Contract.
- Check account detail and level of credit left, obtain authorisation and obtain order numbers from customers.
- Ensure all MOTs are planned via ADP and communicated to customers and VOSA.
- Meet and greet all customers on arrival in a professional and friendly manner.
- Ensure customers' defect procedures are adhered to.
- Check and issue sublet order numbers (ensure FPR used where applicable) to specialist / external agents and arrange / plan such works as required.
- Carry out any depot administration tasks as assigned by the General Manager.
- Take responsibility to ensure customer reception area is maintained to a professional standard at all times.
- Maintain Dealer Operating Standards within department to high standard.
- Proactively work to improve CSI and mystery shop results.
- Plan and load the workshop diary
- Support service desk at busy times and holidays
- Follow up service calls

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

- Excellent customer service skills
- Able to build good relationships internally and externally
- Basic technical understanding of products
- Understanding of Operators Licence Laws and Regulations
- Knowledge of the Autoline system (non-essential)

- Negotiation skills (negotiate with customer) - 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
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- PC literate – competent user of MS Office and able to quickly learn new software packages
  - Able to work as a team player and multi-task within a busy department

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

- Basic technical awareness of motor vehicles and technology