KELTRUCK

www.keltruck.com

Job Profile
Service Administrator

Post: Service Administrator
Accountable to: Branch Manager - Mr Shaun Middlecote

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)

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SCANIA

- 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

- 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