

TruckEast >> CAREERS



POSITION

Central Scheduling
Administrator



LOCATION

Stowmarket



REPORTING TO

Regional Admin Manager



SALARY

Competitive

ABOUT TRUCKEAST

As one of the UK's largest independently-owned commercial vehicle workshop operators, TruckEast supports its customer base across the eastern counties, providing a full support solution from our 13 dealer points.

TruckEast are an established Scania dealer where the premium quality of the products we sell is reflected right the way through our business – providing a diverse level of aftersales support for all makes of HGV, passenger vehicles, vans and agricultural and industrial vehicles.

HOW TO APPLY

Enquiries and applications to:

Lisa Starckey

lisa.starckey@scania.com
07785 904967

OVERVIEW

This role will be responsible for the smooth operation of the service planning for various depots. Working within a strong team environment it is essential to deliver outstanding customer service to both internal and external customers.

ESSENTIAL DUTIES AND JOB RESPONSIBILITIES

- Ensure a steady and realistic flow of available work through the workshop by maintaining bookings at least 4 weeks in advance
- Liaise with external and internal customers and ensure work is authorised
- Support and maintain customer's service scheduled, MOT and O Licence compliance events in line with warranty and contract requirements
- Raise job cards and relating paperwork
- Workshop load and manage courtesy car bookings for multiple locations
- Carry out digital service checks, record information from vehicle information downloads and check for reported defects prior to work being booked to ensure we are servicing vehicles correctly
- Manage and maintain overdue service reports
- Maintain customer contact records and preferences in a centrally sorted database
- Any other general duties as designated by the Manager

CANDIDATE REQUIREMENTS

- Excellent organisation skills
- Excellent customer service skills
- An ability to work as a team player within a busy department
- An ability to work unsupervised and adhere to strict deadlines
- Flexible approach to working hours
- PC literate
- Ability to work calmly in an environment that can be pressured
- Knowledge of the automotive industry (ideal)
- Knowledge of the Autoline system (ideal)