

TruckEast >> CAREERS



☆ **POSITION**
Service Advisor

📍 **LOCATION**
Ely

👤 **REPORTING TO**
Depot 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:

Kelvin Scrivener
kelvin.scrivener@scania.com
07503 306747

OVERVIEW

TruckEast have a vacancy for a Service Advisor, responsible for the smooth daily operation of the service reception. The successful candidate will work within a strong team environment and deliver outstanding customer service to both internal and external customers.

ESSENTIAL DUTIES AND JOB RESPONSIBILITIES

- Ensure a steady and realistic flow of available workshop throughput
- Liaise with external and internal customers, ensuring work is authorised
- Support and maintain customer's service schedules, MOT and O licence requirements
- Provision of basic advice and estimates to customers
- Audit job cards (work orders) and associated service documentation for accuracy and adherence to internal and external procedures
- Ensure service / inspection documentation are correctly completed and customer defect procedures adhered to
- Loading and daily checking of R2C to ensure all customer sheets are correct and complete
- Assist in maintaining a daily flow of quality job cards to administration for costing / invoicing
- Re-book any work and liaise with the parts department to ensure work is carried out promptly
- Ensure health and safety and safe work principles are met at all times within this position's working environment
- Check and issue sublet order numbers to specialist and external agents and arrange/plan such works required
- Other duties as requested by management

CANDIDATE REQUIREMENTS

- Excellent organisational, analytical and administrative skills
- Good customer service skills
- Technical awareness of motor vehicles
- Ability to work as a team player within a busy department
- Ability to work unsupervised and adhere to strict guidelines
- Flexible approach to working hours
- PC literate - knowledge of ADP desired
- Ability to work calmly in a pressured environment