



SERVICE ADMINISTATOR / COSTER

Knighton

8:00am - 5:00pm (M-F)

Up to £24,000 per annum

Benefits:

- **World Class Scania Training to support career progression**
- **Overtime available, all paid at 1.5 times hourly rate**
- **Company Pension**
- **Company Life Insurance**
- **Cycle to work scheme**
- **Gym Discount scheme offering 70% off gym membership**
- **Healthcare cash plan**
- **Generous referral programme**
- **Rewards scheme offering cashback and store discounts**

West Pennine Trucks is one of six independent dealers groups across the Scania network and has held a Scania franchise since 1986. It is the North West's largest privately owned, authorised Scania dealer group and covers the industrial areas of Greater Manchester down into the more rural counties of Cheshire, Staffordshire, Shropshire and mid-Wales.

If you want to learn more about us, click here:

[West Pennnine Trucks - Careers](#)

Responsibilities:

- Work in progress (WIP) control for workshop
- Deal with customer needs face-to-face and over the phone with a professional and friendly approach
- MOT and service scheduling
- Updating customers with vehicle progress
- Clarify for the customer and workshop the basis for repair – Retail | Warranty | Contract.
- Check account detail and level of credit left, obtain authorisation and obtain order numbers from customers
- Inform customer of outstanding campaigns and arrange for work to be completed
- maximise service and parts profitability through the use of professional sales techniques
- Sell additional products, services and repair works in a professional manner
- Maximise customer awareness of all available retailer services.
- Loading workshop schedule to maximise workshop capacity utilisation
- Take responsibility to ensure customer reception area is maintained to a professional standard at all times
- Assist with other duties as and when required
- Holiday cover for invoicing tasks

Knowledge, Skills & Experience:

- Excellent customer service skills
- Proven organisational skills
- Proven administrative skills Excellent interpersonal, verbal & written communication skills
- Ability to work as a part of a team
- Able to work on own initiative and under pressure
- Good working knowledge of IT and Microsoft systems (Word, Excel, PowerPoint)
- Knowledge of the automotive industry and of the Autoline computer system would be desirable

How to apply:

If you wish to be considered for this position, please email your CV to our Recruitment Coordinator: shabana.murray@westpenninetrucks.com