



SERVICE ADVISOR

Middleton

7:00am - 3:30pm (M-F)

Alternate Saturday mornings 8:00am - 12:30pm

Up to £27,000 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 Pennine Trucks - Careers](https://www.westpenninetrucks.com/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 task

Knowledge, Skills & Experience:

- Full driving licence
- Effectively communicate at all levels both written and verbally.
- A team player
- An understanding of commercial vehicles/parts
- Experience of commercial vehicle/HGV parts operations
- Delivering excellent customer service
- Kerridge knowledge

How to apply:

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