



Service Advisor, Dews Vauxhall, Brighouse

Dews Motor Group is one of the regions leading motor retailers holding franchises for Alfa Romeo, Ford, Peugeot and Vauxhall. As part of the continued growth and development of this well-established family business, we are looking to invest further into their Service Team at our Brighouse location with the addition of a Customer Service Advisor.

The Role

We are looking for a pro-active and customer focused Service Receptionist to join our Brighouse team. This is a critical business role, providing the first touch point between our customers and our service department. In this role you would be responsible for handling customer enquiries and calls, making service bookings, liaising between the technical staff and the customers and invoicing work after job completion. Essentially the successful applicant will be responsible for managing the customer's interaction with our service department.

This is an exciting, yet demanding role for an experienced candidate, especially candidates who are passionate about meeting the needs of customers and providing exceptional customer care.

Key Responsibilities

- ◆ Manage incoming customer enquiries relating to the service and repair of their vehicles
- ◆ Be the intermediary between the technical team and the customer, identifying the customers needs and liaising with the technical team to ensure all issues are rectified
- ◆ Ensure that all customer contacts and information is captured and maintained on the companies customer management database
- ◆ Ensure that the customer is kept informed throughout the duration of which their vehicle is with our technical team
- ◆ Ensure customers are fully advised of work undertaken and any future areas of work which might be required on their vehicle
- ◆ Ensure that all the work undertaken is identified and invoiced accordingly
- ◆ Provide exceptional customer service to all customers to ensure a strong company performance against manufacturer customer satisfaction measures.

The Person

Pro-active, confident and customer focused individual who is happy to take on responsibility and ownership. You will be comfortable dealing with the general public, thinking on your feet, organising and scheduling work. You will be capable of handling pressure and able to greet customers with a smile at all times.

Experience preferred, but not required.

Remuneration

As this is a critical customer facing and revenue generating role you will be rewarded with a competitive remuneration package and a departmental bonus scheme.

Experienced candidates can expect to earn £15,000+ p/a

Applications

Please provide a copy of your most recent CV with a relevant covering letter outlining your motivation for this role, and forward to [Craig@dews.co.uk](mailto:Craigh@dews.co.uk)

Deadline

We have an immediate vacancy and as such we will interview on a first come first served basis.

Job Posted 26/6/09