

Service Advisor

Location: Main Road, Wigtoft, Boston, PE20 2NX.

Salary: £25,000 yearly

Hours: Rotating shifts: Monday- Friday 08:00am- 16:30pm/ 09:30am-18:00pm & 1 Saturday in 4.

Established in August 2020, Autotruck provides the Lincolnshire haulage industry with a professional, fast, motivated and highly skilled truck and trailer service centre to keep local businesses running. We are a fast-growing business who currently employ 20 staff across 2 sites.

Over the last 4 years Autotruck has expanded at an instantaneous rate due to the excellent and highly skilled technicians and office support staff we are proud to employ, who are passionate about their roles and the business to enable us to deliver outstanding service to our customers.

We want you to be part of our amazing close working team that keeps essential services moving.

At Autotruck we thrive off and celebrate excellent performance.

We are continuously expanding and now require another Service Advisor for our Wigtoft site who can work well within our current team to meet the needs of our Commercial Vehicle customers.

If you are all the below and more, we want to hear from you!

- A dedicated and enthusiastic employee who works well under pressure with great attention to detail and communication skills.
- The ability to work efficiently and productively, independently and as part of a team on your own initiative.
- Enjoys working in a clean, modern, friendly workshop environment.
- Committed to reaching your career goals and encouraging positive working relationships between staff and managers.

Main Duties will include (but not limited too):

- Meeting and Greeting customers on reception to check in their vehicles.
- Handling all incoming customer enquiries professionally in person, on email and over the phone.
- Scheduling Ministry inspections.
- Planning the schedule diary effectively to manage Autotruck's fast-paced workflow.
- Liaising with suppliers to order parts and sometimes collecting when needed.
- Undertake photo-copying, scanning and filing.
- Assisting customers to support their O License.
- Participating in appropriate stock control procedures which may include ordering of stationery and other products.
- Using the company's Sage system to generate invoices, create job cards, add parts and run reports.
- Taking card payments from customers.

- Liaising with technicians to relay customer concerns and ensure timely service delivery.
- Purchase ledger ensuring accuracy and compliance with company policies and procedures.
- Liaising with customers to pre-plan upcoming work.
- Ensuring all supporting paperwork is filled in and accurate.
- General cleaning of the office.

Experience /Certification:

- Previous administrative experience
- Previous experience in a customer-facing role
- Previous industry experience advantageous
- Sage system experience advantageous

From Day 1 at Autotruck we pride ourselves on the benefits we can offer our employees:

- Company Pension Scheme
- Employee Assistance Programme
- Holiday allowance rising with length of service
- Great career development
- Colleague engagement days
- Language training provided (if required)

We are passionate about promoting and celebrating diversity in our work force and creating a more inclusive environment which attracts all candidates to demonstrate our commitment to this. **Together** we keep the wheels turning.

Should you wish to apply for this position please email a copy of your CV to Lisa Healing at lisa.autotruck@outlook.com or call 01205 461461 for more information.