

JOB OPPORTUNITY

Apprentice Service Advisor

A Service Advisor deals directly with customers and acts as a go-between between the customer and Service Technicians, scheduling vehicle service work. You will handle administrative and customer relations aspects of service department operations.

Role responsibilities:

- Interpreting customer concerns and comments and liaising with technicians
- Booking/scheduling vehicle services
- Liaising with customers about any additional work required
- Estimating time and costs associated with repairs
- Handling customer complaints
- Responding to customer requests
- Tracking the vehicle through the workshop

Person specification:

- Pro-active approach
- Strong communication skills
- Strong interpersonal skills
- Ability to work closely as part of a team but also independently
- Genuinely interested in the automotive industry and your own personal development

Hours of work:

- Monday - Friday 8.30am - 5.15pm & alternate Saturday working

In return for your commitment and hard work we will give you:

- Company pension scheme
- The opportunity to join a close knit team in a growing, family-run business
- The Apprenticeship Programme lasts for between 12-24 months and you'll achieve a nationally recognised qualification.

A clean, UK driving licence is essential

