



MERCEDES-BENZ TRUCK AND VAN (NI)

Do you want to be part of an ambitious, fast moving company, offering excellent working conditions, competitive salary and opportunity for progression? Northern Ireland's only Mercedes-Benz Commercial Vehicle Dealership – Mercedes-Benz Truck & Van (NI) are currently recruiting for the following position:

SERVICE ADVISOR - MALLUSK

This is an excellent opportunity for a committed individual to join the Aftersales Team. Customer service skills are paramount to this role as the successful candidate will be required to maintain the highest standards of customer contact and communication at all times.

The key purpose of a Service Adviser is to act as the first point of contact for customers, to identify their needs effectively and manage the customer relationship throughout. This includes booking the vehicle in, liaising with the customs on arrival and during the time their vehicles are in our workshops. In addition it is the Service Adviser's responsibility to complete the necessary paperwork as per Mercedes-Benz UK and internal requirements.

Preferably the successful candidate will possess a working knowledge of workshop operations, warranty procedures and technical knowledge as well as competence in the use of Dealer Management Systems, be IT Literate including proficiency in Microsoft Office and have administrative capability. Candidates must have a flexible approach to work and adaptable to thrive in a changing environment. Previous experience in a customer facing role is essential. Individuals with strong administration and computer skills and a willingness to learn will be considered.

In addition to a competitive salary our employees enjoy enhanced benefits which include:-

- 30 days annual leave (includes Statutory days)
- Extensive Mercedes-Benz Training
- Sick pay and enhanced critical illness sick pay
- Pension Scheme
- Group Profit Share Scheme
- Death in Service benefit
- Salary Sacrifice Car Scheme
- Childcare vouchers
- Uniform
- Onsite Staff Restaurant and Car Parking

If you would like to be considered for this position, please contact Lynne Savage on 028 9083 1906 or email lynne.savage@m-btruckandvan.co.uk for an application form.

The closing date for completed applications is Friday 13th October 2017.

We strive to be an equal opportunities employer.