



MERCEDES-BENZ TRUCK AND VAN (NI)

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 customers 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.

The successful candidate should have previous experience within a Service department, they will possess a working knowledge of workshop operations, warranty procedures and technical knowledge. Candidates should be IT Literate, including proficiency in Microsoft Office, as well as being competent in the use of Dealer Management Systems, and have administrative capability. Candidates must have previous experience in a customer facing role, have a flexible approach to work and adaptable to thrive in a changing environment. In order to ensure you are trained to the highest standard you will be required to undertake the Mercedes-Benz C-Service qualification in line with your personal development programme which will involve on-line and face to face training at the Mercedes-Benz Training Centre.

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 Wednesday 6th June 2018.

We strive to be an equal opportunities employer.