

Job Title: Service Receptionist
Location: Leicester
Contract: Permanent
Start date: ASAP

PURPOSE OF THE JOB

- To ensure that the highest level of customer care and satisfaction is met at all times. To ensure that all customers queries whether in person or on the telephone are answered and dealt with immediately in a professional and courteous manner
- To be able to book jobs in to the workshop, Fleet, Retail & Truckcare customers
- Proactively contact customers to confirm booking and get start up order number prior to starting work on the vehicle
- Raise job card via the system with full vehicle details, details of work to be carried out, allocate time allowed for work, confirm with customer date and time due in and date and time required for completion
- Ensure that account customers have sufficient credit to enable work to be carried out, if insufficient credit available seek authorisation from senior management before carrying out any work
- Check vehicle in when it arrives on site ensuring all vehicle details are correct with mileage and drivers signature, and follow the correct rental procedure when issuing a courtesy vehicle
- Have the ability to handle dissatisfied customers calmly, ensuring that all customer complaints are brought to the attention of the General Manager within 24hrs
- Contact customer for authorisation for additional work after liaising with the Service Manager
- Advise customer when work completed to arrange vehicle collection

MAIN REQUIREMENTS

1. To be up to date with the repair and maintenance of commercial vehicles and be conversant with standard practice times
2. Be timely and effective in administration i.e. job cards, and obtaining authority order numbers
3. Be able to multi task and work under pressure
4. Have excellent communication, organisational and inter-personal skills
5. Excellent attention to detail
6. Experience of handling documentation
7. To be computer literate
8. Adopt the Alltruck "can do" attitude.

Please email your CV in the first instance to victoria.curtis@alltruckplc.co.uk or call 0116 232 5800.