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## Job Description – Service Advisor Portadown

NI Trucks Limited is the Iveco Commercial Vehicle Dealership for Northern Ireland. We specialise in New & Used Truck Sales, along with their servicing and parts. Our aftersales also covers all makes of commercial vehicles.

As a Service Advisor at our Portadown site, you'll be a key point of customer contact for service and aftersales care ensuring that the dealership image with customers is of the highest level through the provision of relevant, accurate and timely information and always demonstrating professionalism.

You will contribute to the smooth and efficient operation of the service department by organising and booking work in conjunction with Workshop Control, ensuring the availability of parts, accurately recording all repair information, identifying vehicles requiring detailed diagnosis and liaising with customers to advise regarding additional repair work or delayed completion. You will also maximise service profitability through loading workshop schedule to maximise workshop capacity utilisation, selling additional products, services and repair works in a professional manner and ensuring accurate and timely invoicing.

### Essential Criteria

1. Previous experience working in a Vehicle Dealership Service department in a customer-facing role.
2. Excellent administrative skills.
3. Experience of preparing and issuing accurate and timely invoices.
4. An effective communicator with great interpersonal skills and professionalism.
5. Good IT literacy.

### Desirable Criteria

6. Experience of using CDK Dealer Management System (DMS).
7. Automotive technical knowledge.
8. Working knowledge of Kerridge DMS.

### Benefits of working for NI Trucks

- Excellent remuneration package, basic salary and performance related bonus.
- Company pension scheme
- Motivational team environment
- Ongoing development training as required
- Great career opportunities
- On site car parking
- Refer a friend scheme with cash incentive
- Access to a pool car for inter-company travel
- Staff discount on PVC products (i.e. windows and doors)
- Lots of opportunities to participate in various staff activities and events

### Please note

- a) The above list is not exhaustive and subject to change.
- b) NI Trucks reserve the right to review the experience and qualifications required depending on the volume of applicants.
- c) If you feel up to the challenge and have the relevant experience and ability we need please email your CV and covering letter to [jobs@ni-trucks.co.uk](mailto:jobs@ni-trucks.co.uk). **You must outline on your CV and covering letter how your experience meets the needs outlined above.**
- d) Closing date Friday 8 December 2023.