

Job Introduction

We are recruiting for a Trainee Service Advisor to join our garage in Burgess hill. The hours of work are Monday - Friday, 08:00 - 17.30pm..

Salary negotiable

You will be well versed in delivering high levels of customer satisfaction in a very busy and demanding environment. Working as part of a team, you will be responsible for ensuring the workflow of the department,

Role and Responsibilities

- Booking customer vehicles in for maintenance and/or repairs, and liaising with the workshop team to schedule the workload
- Meeting customers on arrival and providing them with a seamless service, from drop off to vehicle handover.
- Updating customers with progress on their vehicle, as well as authorising additional work and making follow-up calls.
- Liaising with the Workshop, to ensure customers vehicles are ready on time.

About you

- You will have the passion to deliver an excellent customer service experience and the ability to quickly establish and build rapport with our customers
- A well-presented individual with a desire, attitude and character to succeed
- You will have good organisation and administrative skills, knowledge of management systems.
- Motor trade, automotive or car dealership experience is preferred **but not essential as full training will be provided.**

What we offer

- 20 days holiday plus bank holidays
- Pension scheme (if eligible)
- Staff discount on car servicing
- Long service and loyalty incentives
- Staff referral scheme
- In-house training & qualifications

Why Bolney grange garage.

Opening the doors for the first time over 30 years ago Bolney Grange Garage has gained a wealth of experience in vehicle repairs and maintenance. 20 years ago the Bolney Grange Garage invested in a high tech, purpose-built garage with the latest diagnostic equipment, 5 vehicle ramps with 1 specifically for commercial vehicles and a VOSA approved MOT bay and pit. Having expanded over the years the garage based in Burgess Hill now employs 7 long serving full-time members of staff which include 5 fully trained technicians carrying out MOT's, servicing, advanced computer diagnostics and repairs including exhaust repairs, cambelt replacement, tyre fitting, battery replacements, and air conditioning recharges.