

Customer Service Representative – Service Advisor - Aftermarket

Victoria, St Austell

The Company

Founded in the 1940s, Stuarts Truck and Bus has gone from the humble beginnings of a family-run business to a main Volvo Truck and Bus dealership handling premium products.

As one of the highest calibre brands in the market, Volvo Truck and Bus has a distinguished history of excellence and outstanding products. This, coupled with the family-run nature of Stuarts Truck and Bus, makes for a highly successful, sought-after business operating right across Devon and Cornwall.

Today, we have evolved and expanded exponentially, from our early days of transporting cattle in a second-hand Dodge to working with premium brands and a diverse range of sectors.

We are currently seeking a Customer Service Representative to join our team in Victoria, St Austell.

The Benefits

- Starting salary of £22'000 per annum (to be reviewed as experienced gained)
- Overtime available
- Career progression opportunities

This is the perfect opportunity for a customer-focused individual who is looking to grow their career with our highly successful Volvo Truck and Bus dealership in the aftermarket service arena.

The Role

As a Customer Service Representative, you will learn everything there is to know about our aftermarket service.

This exciting and varied role will see you support our business and customers once they have purchased our high-quality Volvo vehicles, parts or services.

Specifically, you will respond to customer enquiries, providing information and updates to customers and assisting with service and maintenance bookings.

Working alongside the Workshop Controller, you will also:

- The pre-planning of service booking
- Liaise with customer on on-going works
- Assist with campaign and recall bookings
- Manage Connected truck maintenance alerts
- Sell parts and service
- Work as a team and support your colleagues

About You

To join us as a Customer Service Representative, you will need:

- To be sales orientated
- Great communication and interpersonal skills
- The ability to form professional relationships quickly
- Great customer focus
- Customer Service experience

Stuart Partners and Stuarts Truck and Bus are equal opportunities employers, value diversity and are strongly committed to providing equal employment opportunities for all employees and all applicants for employment. Equal opportunities are the only acceptable way to conduct business and we believe that the more inclusive our environments are, the better our work will be.

So, if you're seeking your next challenge as a Customer Service Representative, please apply via email or by phone.

Contact Ryan Stuart
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