



E.C.M. (VEHICLE DELIVERY SERVICE) LTD

Service Advisor – Carlisle Workshops

Guidance Notes

Key Requirements:

- Must have good communication and telephone skills.
- Must have good administration and organisational skills.
- Some basic mechanical knowledge or experience in a similar environment would be an advantage.
- Must have own transport to and from work.
- Must take care and pride in their work and as part of a team.
- Must be willing to learn new tasks and take on new responsibilities.

Key Benefits:

- Full Time Position
- Full Uniform Provided.
- Full training provided.

Guidelines:

Main Responsibilities:

- Liaising with drivers and arranging repairs.
- Checking & updating of vehicle maintenance records.
- Processing job cards, invoicing, and time sheets.
- Scanning and filing documents.
- Updating spreadsheets.
- General administration duties.

Hours of work:

- Three shifts over a 4-week Rota:
 - 06:00am to 15:00pm (x2 weeks)
 - 08:00am to 18:00pm (x1 week)
 - 13:00pm to 21:00pm (x1 week)
- The person working “Lates” on a Friday will also work on a Saturday morning shift and man a breakdown phone for that week covering out-of-office hours queries.
- Average weekly working hours over three weeks will be c. 46.5 hours (dependent upon Saturday)

Holiday entitlement:

- Initially annual holiday entitlement of 20 Days plus Bank Holidays.