

# PETER COOPER

MOTOR GROUP

CARS OF ALL MAKES AND MODELS

**The Peter Cooper Motor Group strives to recruit the most passionate and dedicated team members to help expand our successful business. We do this by exceeding expectations and building confidence and loyalty throughout our team and customers.**

**Insistence on hiring the best people, giving them the best training, and investing in the best resources, ensures we provide Peter Cooper's customers with the best possible service, all the way through their ownership of a Volkswagen. If you believe you have the personality and capabilities to join our successful team we would love to hear from you, as we are always looking to bring on new talent.**

## **Service Advisor**

We are now seeking talented Service Advisor to join our successful Aftersales teams across the group. Experience of Service and the automotive is essential.

### Essential Skills/Experience

- Highly organised
- Ensure highest level of customer care and satisfaction at all times
- Go out of your way to make it easy for your customers
- Keep customers informed of progress
- Take responsibility for resolving customer issues
- Treat your customers as individuals
- Initiative and forward thinking
- Motivated and driven

### Key Tasks

- Customer interaction is key to this position

- Maximise service profitability through the use of professional sales techniques
- Maximise customer awareness of all available retailer services
- Ensure customer awareness of all products and services available
- Maintain effective liaison with sales, parts and workshop teams
- Help retailer to achieve industry-leading standards of process efficiency

If you share the values below, you can look forward to developing an enjoyable and rewarding long-term career with us.

**P**rofessional    **Demonstrate expert knowledge and skills**

**E**xcellence    **Be outstanding in all that we do**

**T**rustworthy    **Be open, honest, decent and fair**

**E**veryone    **For the benefit of our business**

**R**espectful    **Treat others in the way that you expect to be treated**

**Our Mission:** A successful business, which exceeds expectations and builds confidence, loyalty and pride in our team and customers

Our financial package and group employee benefits, makes working with The Peter Cooper Motor Group a fantastic career opportunity. If you believe you have the required skills and experience, please do apply for this vacancy and upload your CV and covering letter. Alternatively, please call our Internal recruitment department who will be happy to have an informal chat.

**\*\*Strictly No Agencies\*\***