

## JOB DESCRIPTION

<b>Job Title</b>	<b>Driver Services Administrator</b>
<b>Department</b>	Customer Services
<b>Reporting to</b>	Driver Services Manager
<b>Responsible for</b>	N/A
<b>Location</b>	Leeds
<b>Job Role</b>	<p>Using your Customer Service experience dealing with both internal and external stakeholders, you will have the responsibility of maintaining market leading service levels when arranging services, MOT's and repairs for both broken down and damaged vehicles for many of the countries blue-chip companies.</p> <p>In addition to making service, repair and MOT bookings, you will also be on hand to assist Drivers when they experience a mechanical breakdown as well as offer help and support for drivers suffering from an accident.</p> <p>You will possess excellent communication skills, be adept at working under pressure and have the ability to multi task. The candidate must have a positive can do attitude, along with the desire to make the service being offered today, better than yesterday.</p>
<b>Environment</b>	<p>This is a professional, challenging and exciting role working within a very busy environment.</p> <p>The ideal candidate must have the ability to work under pressure while maintaining accuracy and to agreed service levels, whilst delivering world class service levels.</p> <p>An eye for detail, excellent IT skills excel and being organised are critical to the success in this role.</p>
<b>Responsibilities</b>	<p>The role involves (but not in any particular order):</p> <p>Processing service, MOT and repair bookings</p> <p>Increasing work flow into a preferred network of suppliers</p>

Organising tyre replacements either via a mobile solutions or pre-booked static centre

Assisting drivers with roadside breakdowns

Processing accident claims

Keeping the claims system updated

Responding to a high volume of inbound calls

Assisting drivers who may have suffered a mechanical breakdown

Building and maintaining strong relationships with suppliers and customers and providing excellent customer service levels whilst under pressure.



## PERSON SPECIFICATION

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<b>Job Title</b>	<b>Driver Services Administrator</b>		
<b>Department</b>	Operations		
<b>Skill</b>	<b>Essential</b>	<b>Desirable</b>	
Excellent telephone and administrative skills	X		
Excellent interpersonal skills	X		
Strong attention to detail	X		
Excellent negotiating skills	X		
Excellent communicator	X		
<b>Experience</b>			
Working in a customer focussed environment	X		
Working under pressure and to targets	X		
Previous experience working within a Dealership or fast fit environment.		X	
<b>Personal Characteristics</b>			
Professional telephone manner	X		
Flexible	X		
Team Player	X		
Ability to Work under Pressure	X		
Self-Motivated / Positive	X		



## RECRUITMENT PROCESS

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Please email your CV to [HR@zenith.co.uk](mailto:HR@zenith.co.uk) and we will be in touch.

