

Apprentice Service Advisor

Solihull - Volkswagen

Apprentice Wage + Monthly Bonus of up to £100 (rising to £500 in the second year) + Package

Johnsons Cars are one of the UK's leading independent Franchise Dealership Networks, with 31 multi-award winning Dealerships across the UK. Established in 1999 we have grown rapidly to represent a variety of global car manufacturers with 12 marques in total ranging from Volkswagen to Volvo, Honda, Toyota Lexus and Mazda to Fiat, Hyundai, Seat, Alfa Romeo, Abarth and Skoda.

At Johnsons Cars, we maintain the highest standards of professionalism and integrity at all times and recruit to deliver excellence in customer service with our expertise and enthusiasm. We have a fantastic opportunity available across our network and are looking for motivated, enthusiastic and committed individuals to join our team.

We require an apprentice Service Advisor of the highest calibre to join our busy service department at our Volkswagen Dealership in Solihull. We offer a superb opportunity to the right person who is able to demonstrate an aptitude to learn and a keenness to develop a rewarding career within the Automotive industry.

Role and Responsibilities:

- To provide the highest levels of customer service by providing a knowledgeable, courteous, responsive and efficient service projecting the quality image of the brand and the Company
- To ensure all customer expectations and requirements are exceeded throughout
- To deliver exceptional service, scheduling work on customer vehicles, providing accurate estimates for servicing, repairs, and ensuring customers are fully aware of the likely timescales and costs.
- The promotion of sales of genuine parts and accessories whenever possible, acting on opportunities to sell additional products and services.

The ideal candidate will:

- Hold a current UK driving Licence (preferred but not essential)
- Be focussed on achieving goals; you will possess excellent interpersonal skills and will be recognised as being a self-motivated team player.
- Have experience working with Apple iPad technology.
- Have excellent communication skills, as well as an aptitude and great attitude to learn and develop
- Hold a valid UK driving licence.

The successful applicant will be highly motivated, efficient and organised. This position will be part of the national apprentice scheme, so you will also be working towards your level 2 and level 3 NVQ in customer service. This is a full-time role, which includes shift work on Saturdays (one in every four). This is two-year apprentice scheme, with basic salary in line with the government recommended salary for a year one, and year two apprentice.

This position is within a busy sales environment, as such you will be provided with a national apprentice scheme salary as well as an additional opportunity to earn an additional £1200 bonus throughout the year. You will also benefit from 20 days paid holiday (rising to 25 for longevity of service).

This is an incredible opportunity to being a career in Automotive retail, as well as representing one of the most successful and recognised Automotive retailers in the world. if you feel up to the challenge and have the relevant ability we are looking for APPLY TODAY!

Please submit your updated resume to: ihra@agglobeservices.com