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| **Job Specification - Service Advisor Apprenticeship** |

A fantastic opportunity has arisen at W.Milligan and Sons for a Ford Business and Administration Apprentice. This will be based at our busy service department at King Street Millom, LA18 4BW. The position is aimed at 16-24 year olds, although applications from all ages will be considered.

This will be a full-time role with one day a week at college, obtaining a Level 2 / Level 3 NVQ in Business and Administration.

A brief description of the role is to be a liaison between the customer and the vehicle technicians. Booking in work, providing an accurate description of faults or requirements to the technicians, and communicating updates. Through to invoicing and receiving payment from the customer.

You will report to the Senior Service advisor, who will help you learn the job and act as a mentor too.

Full training will be given and a plan will be agreed to allow the successful applicant to progress their knowledge at a suitable pace.

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| **Service advisor duties include:** |

* Dealing with customers face to face and over the phone.
* Taking a job booking and create a job on our Dealer Management System (DMS) electronic diary.
* Liaise with the technicians with any technical queries, and communicate back to the customer.
* To help manage the booking diary effectively to maximise efficiency whilst making sure work can be done on time.
* Management of stock – including stock purchase, checking parts delivered, and entering up these details onto our D.M.S.
* Using our DMS to prepare job sheets and invoices.
* Connecting to the Ford Intranet to produce service schedules.
* Using Ford internal IT to provide quotes on parts, services, and to assist the technicians.
* General Administration.

 The successful applicant will be;

* Confident in communicating with customers both face to face and over the phone.
* Have a positive, likeable, and enthusiastic manner.
* Self-motivated, focused and a driven individual who understands the importance of customer service.
* Professional, hard working, flexible, loyal and committed with excellent communication skills.
* Computer literate. This is essential as the role will involve using a number of different IT systems.
* Ideally qualified to 5 GCSEs at C or above (Levels 4 to 9).

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| **Terms of work** |

Hours are 0800-1630 Mon- Fri with 30-minute lunch break. 1 day per week will be at college during term time.

Wages are £5.28 per hour in the first year, £211 a week or £11,000 per annum.

In year 2 you will go to the minimum wage for your age.

Holidays are 22 days plus all bank holidays.

All figures are before tax and National insurance where applicable and are subject to occasional rises in national minimum wage.

22 Days Holiday are allowed during the calendar year plus bank holidays.

Statutory sick pay is paid, not full sickness benefit.

The position is subject to a standard 3-month probationary period, followed by an apprenticeship expected to take 24 months. Upon successful completion of the apprenticeship, the candidate will have at least an NVQ Level 2 in Business and Administration.

After year 2 you will have completed the apprenticeship and if all has gone well, we plan to offer a permanent position.

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| **Application** |

To apply please send **a CV with a completed application form**. Please send this by email to [sales@wmilliganandsons.co.uk](mailto:sales@wmilliganandsons.co.uk), copying in service@wmilliganandsons.co.uk.

For any more information, please call 01229 772639 (Option 3) and ask for Jonathan.