

YOULES MOTORCYCLES BLACKBURN

JOB DESCRIPTION

JOB TITLE: SERVICE / AFTER SALES ASSISTANT

RESPONSIBLE TO: THE MANAGER

DUTIES

This is a full time position and your main focus will be to ensure that customers in the shop are receiving attention from the relevant personnel.

You will be situated on the service reception dealing with warranty administration parts and service. Part of your job will include the sale of both protective and fashion clothing. We will require you to move between around the store ensuring customers are always welcome and being attended to. You will also be required to ensure that items are merchandised correctly and that stock levels are adequate and correct.

When the shop is quiet there will be many duties that we will require your assistance with such as stock taking contacting customers regarding service reminders and general housekeeping.

Good customer facing skills are essential and the ability to be a good communicator on both the telephone and in person. We have a highly motivated team that you will be expected to compliment and help maintain our high levels of customer satisfaction.

We will give training in the use of our Dealer Management Software and you will perform simple ordering and over the counter sales procedures. Training will be given in every part of a busy service reception. This will include some manufacturer training both online and at the manufacturers facilities.

It is desirable that you have knowledge of the motorcycle market and a full motorcycle licence, however this is not essential. This position is ideal for somebody with existing high street retail experience. The right attitude to customer service is essential.

Although knowledge of our dealer management software is not necessary a level of computer literacy will be an advantage.

Remuneration will be a basic of £9.00 hour

Your hours of work will be 9.00-1800 hrs during the week 9.00-17.00hrs on a Saturday and 10.30-16.30 on a Sunday. A rota system exists which enables one weekend on followed by one weekend off. There are also days off during the week to facilitate this.

To apply for this position please complete a Youles Motorcycles Job Application form. You are welcome to enclose a CV but the application form will be the main source of reference in regard to your application.

