



Job Title: Workshop Administrator & Aftersales Administrator Maternity Cover

Job Reference: WA2

Background: Highland Campervans is an established multi-award winning business based on the outskirts of Inverness, offering a variety of services to caravan, campervan and motorhome owners, both locals and visitors alike.

This role will initially be a split position with 18hrs/2 days per week in the role of Workshop Administrator plus 18hrs/2 days per week in the role of Aftersales Administrator providing maternity cover. It is intended that at the end of the maternity cover (potentially 12 months), the role will move full time to Workshop Administrator.

Workshop Administrator - Reporting to the Workshop Manager you will:

- Assist the Workshop Controller to manage the workshop diary, scheduling technicians to jobs and overseeing the timely completion of paperwork and invoicing once jobs are finished.
- Work closely with everyone in the workshop team, especially the Workshop Controller, to ensure parts for jobs are ordered in time for customer bookings and details are uploaded within the finance and parts ordering systems.
- Prepare formal estimates for potential workshop jobs using accounting software.
- Ensure relevant paperwork is passed in a timely manner to the accounts team.
- Respond to workshop and shop email enquiries.
- Assist the sales and workshop teams by sourcing and pricing retail items for customer enquiries.
- Assist the workshop manager in meeting H&S legislation requirements for the workshop.

Aftersales Administrator Maternity Cover - Reporting to the Sales Manager you will:

- Gather customer feedback for Highland Campervans customers and pass that feedback to dept managers, using accredited feedback schemes where possible.
- Record and deal with aftersales enquiries, ensuring that customer's requirements are properly captured and each concern is addressed.
- Deal with warranty companies, from raising claims to ensuring approved work is undertaken and satisfaction reports are obtained.
- Liaise with customers to keep them updated on the warranty process and gain approval for any extra costs not covered by the warranty.

- Monitor and follow up with manufacturers to re-claim costs for work completed under vehicle warranties.
- Actively seek new opportunities for the business, cross-selling and upselling a wide range of accessories and extras to campervan, motorhome and caravan owners.
- Assist the company in working towards / achieving external accreditation and quality awards.
- Assist the sales team in maintaining customer relationships over time, with customer communications and contact.

Essential Skills: Excellent customer service skills; strong communicator, both written and verbal; confident, outgoing personality; friendly telephone manner; competent in the use of Microsoft Office applications; good at prioritising workload; ability to remain calm under pressure at busy times; embraces change and committed to personal development; attention to detail.

Desirable Skills: Experience in selling luxury products / services; experience of a busy workshop; knowledge of accounting software; an understanding of Health and Safety and COSHH regulations; understanding of the Highlands area; experience in the travel and tourism industry.

Starting date: Immediate or by agreement.

Type of contract: Full time permanent contract.

Hours of work: 8am to 5.30pm - 36 hrs per week over 4 days (Mon - Sat)

Salary: £20,592 (Equivalent to £11/hr)