



Vacancy Advertisement

Position	Call Centre Advisor
Contract Basis	Part Time Position
Location	Business Development Centre Naas
Closing Date	16th October 2017

Sheehy Motor Group has an immediate opening for a Call Centre Advisor working in our new Business Development Centre in Naas. Working as a member of a busy team, the ideal candidate will be self-driven, results orientated with excellent customer service skills. This is an excellent opportunity for a motivated individual to develop and progress their career with a company that rewards hard work and dedication.

Key Responsibilities:

- Dealing with inbound and outbound service and sales enquiries both by phone and online
- Logging and tracking all leads and enquiries, ensuring all are followed through
- Adhere to service department procedures for all bookings to ensure the smooth flow and efficiency of the workshops
- Ensure all pre-checks are carried out in line with brand and dealership standards
- Identify and book any other business opportunities with customers
- Follow up appointments that do not show for the sales and service departments
- Ensure all relevant customer information is captured and recorded in the DMS
- Complete customer call down lists as assigned and within agreed timeframes
- Complete daily KPI sheets for submission to the department manager
- Administrative and CRM duties as assigned
- Ensure excellent communication with all stakeholders
- Respond to all queries quickly, efficiently and professionally
- Deliver excellent customer service at all times
- Strive to meet and exceed all department targets

Key Competencies:

- Strong communication and organisational skills with a positive and pro-active approach to work
- Minimum of 1-2 years Call Centre experience is required
- Excellent levels of Customer Service
- Ability to work under pressure and meet tight deadlines
- IT literate with excellent attention to detail. Experience of Kerridge would be a distinct advantage
- Experience in outbound selling would be an advantage
- Ability to work on own initiative but also to work within a cohesive team
- Customer focused and target driven

If you meet the above requirements and are interested in becoming a member of our team please apply with CV & Cover Letter to hr@sheehymotors.ie

Closing Date for applications-Monday 16th October 2017 (Late applications will not be considered)