



## Aftersales Administrator

An individual passionate about customer service is required for a key role at **Morgan Motor Company Limited**.

### The Company

Located in Malvern, West Midlands, Morgan Motor Company Manufacturing Limited is an innovative British sport car manufacturer; they have operated in a niche automotive sector since their launch in 1909.

### Purpose of Job

Reporting to the Aftersales Manager, you will support the Aftersales Department by delivering a high level of customer service to its global customers and dealer network.

### Main Duties

This is a broad ranging role with plenty of variety. While this list is neither exclusive nor exhaustive the main duties will include:

### Service

- Meet and greet of service customers, reception duties.
- Advise and upsell any additional items required.
- Ensuring our ISO audit items and controls are complete and up to date.
- Raising job cards (and subsequent invoices) via IFS for internal and external work.
- Ensuring customers invoices match any estimate, informed of any extra work required and quoted accordingly
- Ensuring all parts allocated to job card are invoiced
- Creating estimates for customers and insurance companies
- Liaising with insurance companies and engineers for repairs.
- Check invoices from freight/carriage companies for accuracy and cost to ensure carriage is charged to the correct department.
- Complete sales invoices, entering freight costs once calculated.
- Updating of CRM software.
- KPI reports.
- Primary telephone contact for the department.
- Handle customer complaints from internal customers to the dealer network
- Managing the service bookings diary.
- Creating parts purchase orders.
- Managing technicians clocked and adjusting where needed.
- Scanning, filing, and input job cards to IFS.
- Recording customer correspondence.

- Maintaining historical records
- Creating AR option jobs cards, tracking progress of vehicles in production and processing.

### Warranty

- Ensuring external warranty claims against suppliers are invoiced promptly.
- Processing dealer warranty claims and crediting within 7 days of submission.
- Analysing dealer warranty claims highlighting trends to the quality department.
- Requesting warranty parts returns and processing to the quality department.
- Managing warranty claim inputs in line with policy and procedures
- Updating and enforcing service and warranty policy and procedures
- Creating separate job cards for all internal warranty works.
- Recording warranty data and creating warranty reports
- Goodwill gestures where necessary

### Dealer Liaison

- Keeping the dealer network advised of all relevant information as and when it changes using the web portal.
- Identifying training needs for the dealer network
- Creating training documents for the dealer network and posting on the portal
- Organising and arranging dealer training courses.
- Updating and maintaining all dealer contact details for department.
- DSC (Dealer Service Coordinator) technical liaison with dealer network
- Maintaining historical records of DSC's
- Handling of dealer complaints and issues
- Source information from the workshop team and reply to dealer technical enquiries.

### Transport & Logistics

- Booking vehicle delivery and collections as required
- Ensuring vans, trailers are clean and fit for duty.
- Arranging vehicle deliveries for shows, events etc.
- Ensuring all vehicle operator's license information is correct and up to date.
- Booking of correct maintenance for works vehicles.
- Booking congestion charges where necessary.
- Ordering parts for works cars.
- Managing the transport diary.

### Essential pre-job knowledge/skills/training/experience

- Computer literate with knowledge of Word, Excel, Outlook and accurate keyboard/inputting skills and ideally IFS or similar MRP system
- Ability to prioritise work by displaying effective time management skills
- Excellent communication skills both verbal and written
- Accuracy and attention to detail
- Good standards of literacy and numeracy
- Process driven

### Desirable pre-job knowledge/skills/training/experience

- Knowledge of manufacturer's warranty processes
- Experience managing a CRM

- Aftersales motor trade experience
- Workshop loading experience
- Basic mechanical knowledge of vehicles

### Terms & Benefits

- 37.5 hours per week (Monday to Friday)
- Salary from £25k-£30k (negotiable based on experience)
- 33 days holiday per year
- Pension scheme (5% contribution from Morgan)
- Private Medical Insurance (BUPA)
- Subsidised corporate workwear
- Cycle2work Scheme
- Electric Vehicle Salary Sacrifice Scheme
- Wellbeing initiatives
- Morgan Hub employee engagement app
- Food ordering app and discounted menu from the Morgan Café
- Enhanced paternity, maternity & sick pay benefits

### How to apply

Send your CV and covering statement to [careers@morgan-motor.co.uk](mailto:careers@morgan-motor.co.uk)

Please note that due to the high number of applications we receive, it may not be possible to respond to everyone individually. If you have not been contacted directly with regards to interview within 4 weeks, then please assume that your application has been unsuccessful.

You should be aware that we do keep all applications on file for a period of up to 12 months and may contact you if a further opportunity arises during that time. If you would prefer that your application and personal details, be destroyed, please let us know by emailing [careers@morgan-motor.co.uk](mailto:careers@morgan-motor.co.uk)