Technical Service Advisor



About Us

Reflex Vehicle Hire are one of the UK's fastest growing, Top 1000 Companies to inspire Britain and Europe. With a fleet of over 5,700 vehicles and 85 plus employees operating from a 4-acre base at Loughborough, just a few minutes from the town centre and 15 minutes walk from the train station.

Our Award-Winning Duty of Care package sets us apart from other commercial vehicle rental companies. We are the only rental business to hold the FTA Van Excellence Accreditation. Reflex also hold accreditations in ISO 9001, 14001 and 45001.

Job Description

The role includes but is not limited to:

- Use of full technical knowledge of all aspects of light commercial and passenger car repair processes
- Using in depth technical knowledge within the 1 link platform for authorisation and reporting
- Diagnosis of all supplier work requests ensuring agreed terms are complied with, including the examination and authorisation of supplier invoices on a daily basis
- Use of in-depth technical knowledge using manufacture parts systems to enable parts price verification.
- Assisting in solving technical issues regarding vehicles already in repair suppliers. (Cost control).
- Be proficient in Microsoft Office suite.
- Reporting daily stats to ensure continuous cost reduction.
- Work with the Head of Fleet Maintenance to improve processes, functions and communications
- The duties noted are not exhaustive therefore the successful candidate must be flexible
- The goal is to facilitate the team's activities and suppliers to maximise their performance and the solid long lasting development and cost control and efficiency of the company.

Experience

- Motor trade aftersales experience essential
- 1Link experience preferred but not essential
- Good analytical, cost control and numerical skills
- Good knowledge of Microsoft / Excel applications
- Maintains own level of competence

Job Offering

Salary: £26,000 - £28,000 Contract: Full Time Hours: 42.5 per week 8:30am – 5:30pm Holidays: 25 + Bank Holidays Reporting to: Head of Fleet Maintenance Extra: Onsite parking

Company pension Life insurance Sick Pay Wellness programme