

JOB DESCRIPTION & COMPETENCIES

SERVICE DRIVER

KEY PURPOSE OF THE JOB

To support the service team in ensuring all vehicles are collected and delivered to customers, and to undertake any other driving duties as required, such as parts collection. To carry out daily checks on service loan vehicles and report and faults, to carry out vehicle underbody washes onsite prior to MOT, and to assist with workshop cleaning as/when required. To also include vehicle yard management and shunting.

ACCOUNTABILITIES

1. To check all vehicles prior to collection or delivery and record their condition, collection and delivery sheets to be completed and handed into the service department.
2. To undertake driving duties as required to include MOT presentation.
3. To be flexible, and work with the service department when last minute driving jobs are required that may extend out of normal working hours from time to time.
4. To handle all internal and external customers with courtesy and ensure the Mercedes-Benz brand experience is delivered to all customers.
5. To report any damaged or defective customer or courtesy vehicles found onsite to the manager.
6. To assist with managing the tidiness and cleanliness of the workshop.

JOB DIMENSION

To work within the service team to ensure all processes and procedures are followed and adhered to correctly and play an active part in looking after customers to the highest standards.