Service Allocator

Hiring organization
SUPERSERVICE™

Employment Type
Full-time

Working Hours
Monday to Friday

Date posted
April 23, 2025

Description

We are seeking highly motivated and experienced Service Allocator to join our Heavy Vehicle Service and Repair TEAM located in Underwood QLD 4119.

This role will see you building pivotal relationships with internal and external clients.

You will possess and be able to apply the following skills:

-Demonstrated mechanical experience in a Customer Service role with the ability to engage with all stakeholders both internally and externally

-Strong knowledge of truck and heavy equipment parts, systems, and their applications

-Possess exceptional customer service communication skills

-Proficient computer skills, Microsoft Word, Excel, PowerPoint, and Outlook

-Respond to enquiries through email, telephone and online enquiries

-Schedule servicing and repair bookings, create job numbers, job cards allocate and communicate with workshop mechanics

-Support stores division for parts interpretation, pricing, availability, ordering and delivery

-Direct Point of contact for clients equipment drop off and collection

-Assist coordinate 3rd party attendances for COI, OEM diagnostics, etc

-Liaise with clients for service updates, repairs and any additional requirements

-Work closely with the Branch Management, Administration, Procurement and Mechanical teams

-Assist create, quotations and service reports

-Collate relevant workshop and parts information to complete invoices

-Communicate with clients for repair approvals an invoice closures

-Flexibility to assist in other areas of the facility

What we can offer:

-Permanent Full-Time Role – Monday to Friday

-Competitive salary

-Weekly pay

-Supportive and friendly environment

-Birthday and Work Anniversary recognition

Only Applicants with the right to work in Australia will be considered for this role.

Note: Only shortlisted candidates will be contacted.