

## **Service Administrator – Ovlov Marine - Diesel Service team**

Ovlov Marine is a marine service & sales company specialising in Volvo Penta, Yamaha and other great marine brands based at the exciting marine hub of Orams Marine Mega Park, Westhaven, Auckland. We are a fun and professional team who pride ourselves on our high level of customer service, our long and well-respected history in the marine industry and the strengths of our major brands.

A diverse and fulfilling opportunity exists for an experienced and competent administrator to join our busy service team. This role will see you provide a complete solution for the delivery of repairs and maintenance of our diesel workshop, working alongside our Workshop Manager – forming a strong workshop coordination team and ensuring the customer experience is positive and maximised

You will be the point of contact for the customer, providing accurate and timely information through each stage of the service process, ensuring customer expectations are met and hopefully exceeded.

Reporting to the Workshop Manager, your general responsibilities will include:

- Managing service booking enquiries
- Preparing estimates
- Scheduling work to ensure the workshop is at capacity
- Workshop marketing – service reminders to customers
- Communicating with customers keeping them up-to-date and ensuring customer processes are followed
- Managing jobs in the system and preparing job cards for invoicing
- Warranty registration and processing
- Updating of service records as jobs progress

To be successful you will need:

- Minimum 2 years in a similar role
- A high-level computer literacy with demonstrated experience with MS Office
- Experience using the Magix system would be a bonus

Competencies (knowledge, skills and behaviours):

- Systematic, organised and a can-do attitude
- Excellent attention to detail and process focused
- Effective communication skills, both verbal and written
- Ability to multi-task, be flexible and adaptable
- Great people skills - customer focused
- Knowledge of the automotive or marine servicing industry

Lastly, you will need to be an energetic, well-presented and positive person. This is a company that prides themselves on their people and you will need to be the kind of person who likes to add value wherever you go.

Remuneration will be commensurate with skills and experience

Applicants for this position should have NZ residency or a valid NZ work visa.

If you would like to apply for this position, please send a copy of your current CV and a covering letter to [leigh@ovlov.co.nz](mailto:leigh@ovlov.co.nz)