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MANUFACTURERS OF THE WORLDS LARGEST RANGE OF DISC BRAKES FOR ANY VEHICLE

Job Description – Technical Advisor

SUMMARY

We are looking for a Technical Advisor to join our Technical team at our World Headquarters in Pineham, Northampton. The new team member must have a genuine interest in all vehicles (particularly cars and motorcycles) and would enjoy the opportunity to receive on the job training ranging from manufacturing processes and ETA's through to technical issue resolution.

This is a junior position within the department and as such there will be plenty of scope for being mentored and guided, for the right enthusiastic candidate.

PRIMARY RESPONSIBILITIES

- Resolving technical parts enquiries on email and telephone.
- Updating the Computerised System and Databases.
- Dealing with requests for ETA's promptly and maintaining a record of this information.
- Various general administration duties.
- Gathering feedback from EBC customers – use this knowledge to build an understanding of our products and make experience driven recommendations.

KNOWLEDGE AND SKILLS

- Must be able to demonstrate a reasonable knowledge of motorcycle and automotive manufacturers and braking parts.
- Must be able to read 2, 3 and 4 wheel vehicle parts files.
- Good working knowledge of Microsoft Excel to analyse detailed data. Training will be provided if required.
- Ability to read simple engineering drawings is desirable but training will be provided if required.
- Excellent organisation, communication skills are essential, along with attention to detail.
- Excellent customer services skills.
- Must have a proactive approach to work and the ability to work to deadlines with the ability to work effectively independently and as part of a team.

WORKING CONDITIONS

- Hours of work: Monday–Thursday 08.30-17:30 (30 mins unpaid lunch each day) and Friday 08:00-13:00. Total 39 hours per week.
- £8.50-£10.50 per hour.

BENEFITS:

- Free on-site parking.
- Employee discount on EBC products.
- Cycle to Work Scheme (salary sacrifice)
- 28 days holiday (including bank holidays), plus long service award.
- Uniform provided on completion of probation period.