



Freeman Automotive (UK) Ltd  
EBC Brakes World Headquarters  
Upton Valley Way East  
Pineham  
Northampton  
NN4 9EF  
Telephone: (01604) 583344  
Fax: (01604) 587412

[www.ebcbrakes.com](http://www.ebcbrakes.com) e.mail: [info@ebcbrakesuk.com](mailto:info@ebcbrakesuk.com)

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

## Job Description – Technical Advisor

### SUMMARY

Do you have a passion for cars? Do you like dealing with people over the phone, in person and via email and can assist them to make the right braking choice for them or assist them with their technical assistance enquiries?

Apply now to join EBC Brakes Technical Team.

### PRIMARY RESPONSIBILITIES

- Handling technical parts enquiries on email and telephone.
- Updating the Computerised System and Databases.
- Reviewing technical drawings.
- Purchasing samples from main dealers.
- Handling warranty calls.
- Dealing with requests for ETA's promptly and maintaining a record of this information.
- Various general administration duties.

### KNOWLEDGE AND SKILLS

- Passionate about cars and working knowledge of brakes.
- Excellent customer services skills, displaying professionalism whilst in contact with customers.
- Excellent organisation and communication skills are essential, along with attention to detail.
- Proficient in Outlook and some basic Excel skills preferred to update and analyse data. Training will be provided if required.
- Must be able to demonstrate a reasonable knowledge of automotive manufacturers and braking parts.
- Ability to read simple engineering drawings is desirable but training will be provided if required.

### 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.

### 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 which adds 1 extra day every 2 years, capped at 5 extra days/10 years service.
- Uniform provided.