Mahony Fleet

Customer Service Representative Role

Job Title: Customer Service Representative
Reports to: Maintenance Manager
Department: Driver Support
Location: Dublin, Ireland
Date: March 2023

Job Purpose

A member of the Driver Support team reporting to the Maintenance Manager. This role focuses on managing the day to day operation of fleet drivers nationwide, working closely with third party suppliers and maintaining a high level of customer service with all stakeholders.

Key Roles and Responsibilities

- Managing the day to day enquiries of fleet drivers and suppliers nationwide. This will include service bookings, accident management, NCT/CVRT bookings and short term hire requests.
- Providing high quality service through daily communication with customers and suppliers.
- Respond to and resolve client issues in an efficient and timely manner.
- Working closely with Maintenance Manager to deliver best in class customer service.
- Minimise customer downtime by providing a quality and efficient service and working effectively with key suppliers.
- Carry out administrative duties such as invoice processing, reporting and e-flows.
- Engage in continuous performance evaluation and training projects.
- Ad hoc duties as assigned by Management

Qualifications & Skills

- Mechanical expertise is preferred
- Minimum of 2+ years in customer service role
- Minimum of 1+ year working in motor industry preferred
- Excellent communication and time management skills.
- Ability to manage high volume of enquiries and work within a team.
- Proficient in Microsoft Office

Benefits

- Competitive salary above the industry guidelines based on experience.
- 22 days annual leave (increasing to 25 days under length of service scheme).
- Training, development and career progression programme
- Bike to work scheme available.
- Onsite parking.
- Friendly work environment.

Please submit your CV to Ms. Jennifer Gibbons, Operations Manager jgibbons@mahonyfleet.ie.

Company Overview

Part of the wider Denis Mahony Group, Mahony Fleet is Ireland's leading independent vehicle leasing and fleet management provider. A third-generation family-owned and family-run business, we are the pioneering vehicle leasing company in Ireland with a deep heritage and pedigree in the sector for over 55 years.

We deliver a fully rounded lease offering that is designed around our customers which includes a range of fleet management services such as vehicle funding, maintenance, short-term hire, electric vehicle solutions, fuel card management, toll tags and much more.

Our legacy and reputation in the sector are among our key strengths – Customers and suppliers have enjoyed long-standing relationships with us and trust in our advice and the solutions we provide.