Apprentice Customer Service Advisor / Bodyshop Administrator

About the Role

We are recruiting an Apprentice Customer Service Advisor / Bodyshop Administrator to join our busy bodyshop team. This role is ideal for someone who enjoys working with people, staying organised, and delivering excellent service in a fast-paced environment.

As the first point of contact for customers, you will play a key role in shaping the customer experience, supporting daily operations, and ensuring clear communication between customers and the workshop. You will also gain exposure to additional areas of the business, including estimating and vehicle damage assessing, supporting your long-term development within the motor industry.

What You'll Do (Key Responsibilities)

In this customer-facing role, you will:

- Communicate with customers via phone, email, and in person
- Act as the first point of contact, welcoming customers and responding to enquiries
- Provide clear advice, guidance, and updates on services and repairs
- Process customer orders, requests, and payments accurately
- Maintain accurate records of customer interactions and job progress
- Handle customer concerns and complaints professionally, ensuring effective service recovery
- Support aftercare activities and follow up to confirm customer satisfaction
- Work closely with the workshop and management team to ensure smooth operations
- Use IT systems to record, track, and manage customer information

Essential Skills & Attributes

We're looking for someone who:

- Communicates clearly and confidently with customers and colleagues
- Listens actively and responds with empathy and professionalism
- Stays organised and manages multiple tasks effectively
- Works well in a fast-paced, customer-focused environment
- Demonstrates problem-solving and decision-making skills
- Maintains a positive attitude and eagerness to learn
- Can travel reliably to and from the workplace each day

Desirable Qualifications & Experience

While not essential, the following are advantageous:

- GCSE (or equivalent) English – Grade 4/C or above
- GCSE (or equivalent) Maths – Grade 4/C or above
- Basic IT skills
- A full driving license

Training & Development

- Apprenticeship Standard: Level 3 Customer Service Advisor
- Duration: 12 months
- Training Delivery (government-approved provider):
  - Assessor-led workplace learning with online support

This apprenticeship will help you develop strong administrative, customer service, and commercial skills, with clear pathways for future progression.

Future Career Progression

On successful completion of the apprenticeship, you will be well placed to progress into a fully qualified Customer Service Advisor role, with opportunities for permanent employment and further development within the business.

Why Join Us / Benefits?

- Build a customer-focused career in the automotive industry
- Gain a nationally recognised Level 3 qualification
- Develop transferable skills in stock management, customer service, and administration
- Work in a supportive team environment with clear progression opportunities
- Earn while you learn on a full-time apprenticeship
- PAYE apprenticeship wage + pay reviews as you progress

Inclusion & Diversity

We are committed to creating an inclusive workplace and welcome applications from people of all backgrounds, identities, and experiences. If you're enthusiastic about learning and developing your skills, we encourage you to apply.

Additional Information

- Reliable daily transport to and from the workplace is required

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For more information about the apprenticeship standard, visit:
www.instituteforapprenticeships.org/apprenticeship-standards/st0448-v1-2

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