

Vacancy: Maintenance System Specialist

Background

Volkswagen Financial Services Ireland Ltd is a wholly owned subsidiary of Volkswagen Financial Services AG, the largest automobile financial services provider in Europe. Our central task is to promote sales for the Volkswagen Group and its brands (Volkswagen, Volkswagen CV, Audi, Skoda & SEAT). The products and services of Volkswagen Bank GmbH range from the financing of new and used vehicles of all the Group's brands to dealer financing.

A vacancy has now arisen for a Maintenance System Specialist within the Fleet Department of Volkswagen Financial Services.

Reporting to the Operations Team Leader and the Head of Fleet, the successful candidate will support the Fleet department acting as a key point of contact throughout the business.

Key Responsibilities

- Authorise mechanical repairs and routine maintenance to private use and fleet vehicles, in accordance with the manufacturer's service requirements and VWFS budgetary controls.
- To make sound technical decisions by analysing the causes of mechanical failures, evaluating solutions and ensuring that sound financial decisions are negotiated and implemented on a day to day basis using agreed authority levels.
- To ensure that department KPI's in the area of cost control, telephone response times and budgetary requirements are adhered to at all times.
- Be a key member of the maintenance team, working to ensure the delivery of future fleet objectives.
- Maintain all records and paperwork relevant to the function, ensuring they are accurate and up to date all times.
- Act as a key point of contact for the customer to ensure that customer queries are dealt with in an efficient, timely and professional manner creating win-win situations in all instances.
- To communicate in all mediums effectively to maximise customer service and to keep vehicle downtimes to a minimum.
- Assist other teams within Volkswagen Financial Services as required with a flexible and adaptable approach.

➤ **Skills and Experience Required**

- Able to work on your own initiative and as part of a team with a proactive approach and the ability to react appropriately and effectively to fast changing circumstances and demands without losing focus on the balance between flexibility and control.
- Confident, competent and forward thinking.
- Enthusiastic, illustrating a desire to learn and progress.

VOLKSWAGEN FINANCIAL SERVICES

THE KEY TO MOBILITY

You must have:

- Proven mechanical skills and experience.
- Ideally Maintenance Control experience, Retailer Service Reception or Workshop Control.
- Excellent PC skills, particularly in the use of Excel.
A demonstrable ability and disciplined approach to working in a high volume and demanding environment.
- A confident and articulate, customer focused telephone and e commerce manner.
- The ability to work well under pressure. Professional presence, capable of representing the business to third parties

Terms & Conditions

This is a full time permanent position. Ability, flexibility and willingness to travel as required. A competitive remuneration package commensurate with experience and qualification level will be offered to the successful candidate.

How to Apply

Please apply by emailing a CV and a short cover letter to careersdublin@vwfs.com

Closing date for receipt of applications is 14th November_2018.