

Automotive Technician - Opel/Vauxhall

Location: Luton, UK

Concentrix, a global leader in Customer Service, work in partnership with the prestigious Opel/Vauxhall brand across Europe. We are currently recruiting for Automotive Technicians to join our Technical Assistance (TAC) team in Luton. Are you an experienced mechanic looking for a change or an automotive graduate looking to establish a career? If so we have excellent opportunities to work with this leading established brand in the automotive business!

Located in state of the art facilities, our team of multilingual experts support a range of languages and assist the Opel/Vauxhall dealer network with the diagnosis and repair of vehicles. We are currently looking for English, Dutch, French, Italian, Polish and German speakers to join our team.

Your day to day role will include:

- Receiving technical support requests from Opel/Vauxhall dealers via webform and carrying out an investigation in order to diagnose the problem.
- Using your own knowledge and skills plus Opel/Vauxhall diagnostic and information systems, identify the most effective repair and provide that to the dealer in order for the dealer to be able to repair the vehicle.
- Escalate complex or unresolved technical issues to support colleagues based in both Luton and Rüsselsheim (Germany), working continuously together in order to resolve the problem.
- Work with closely as a technical support team in order support colleagues with resolving technical support requests.
- Continually learn and develop skills.
- Following up requests to agreed service levels.
- Delivering service excellence with efficient problem-solving in a professional, polite and clear manner.
- Keeping up to date with product and technical information.
- Attending team and other meetings for review of issues, assignments and regular discussion.

What we're looking for:

- Fluency in written & spoken English.
- Full motor vehicle engineering apprenticeship or a technical degree related to automotive engineering or minimum 3 years automotive technical work experience.
- Good overall knowledge of current automotive technology and the Opel/Vauxhall product range.
- Excellent interpersonal skills, able to build constructive & effective relationships.
- Ability to resolve technical queries remotely by telephone/email.
- Ideally manufacturer/importer experience within a technical department.
- Good computer literacy – internet and Microsoft Office.
- Able to write clearly and succinctly in a variety of communication settings and styles.
- Excellent time management skills.
- Customer focus, dedicated to meeting the expectations and requirements of internal & external customers.
- Full valid vehicle driving licence.

Benefits:

- Bright, modern, exciting place to work with excellent staff facilities, including staff canteen.
- 28 days annual leave.
- Client Discounts.
- Multicultural, multilingual environment.
- Employee discounts scheme.
- Pension scheme.
- Excellent relocation package.
- Annual Reward & Recognition Ceremony.
- Professional development opportunities.

How to apply:

Send your CV to jobsinbelfast@concentrix.com

If you are relocating we'll help with travel costs, accommodation on arrival and salary advances to help get you settled.

Luton is in an unrivalled position within the South East of England. Only 30 miles north of London it has easy access to most major cities in the UK owing to its excellent road, air and rail links. Surrounded by the Chilterns, an area of outstanding natural beauty, Luton offers the best of both worlds - a modern town with excellent business opportunities and accommodation with superb countryside on its doorstep, making it a great place to live and work.

Home to more than 215,000 people, Luton has many natural open spaces including seven landscaped parks and recreational areas. There are excellent connections however you choose to travel with excellent road, rail and bus connections. London is just 22 minutes away by train, and London Luton Airport flies to over 100 destinations in Europe, the Middle East and Africa.

All applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.