

# THE FUTURE SHAPE OF THE RETAIL MOTOR INDUSTRY IS HERE

## Be part of it - apply now!

Investing in the future right now, Hodgson are launching their NEW TOWER DEALERSHIP CONCEPT at the MetroCentre this August. This high profile, high volume site presents a unique opportunity for Motor Retail Professionals to join this successful, forward thinking family business and add your skills to the Automotive Industry Award Winning Hodgson team. All positions offer a competitive remuneration package which includes Pension Scheme following qualifying period with the opportunity for ongoing personal development.

### Service Manager

With self motivation and previous experience of this key role gained within a high volume automotive franchised dealership, you will be able to lead and manage the Workshop and Service Team to develop and increase business opportunities whilst providing the high standards of customer care which is delivered at Hodgson Newcastle. As part of the Management Team strong organisational, communication and analytical skills are essential. Just as important is the ability to work under pressure and meet deadlines. Automotive qualifications, manufacturers' training and a full driving licence are essential. The position attracts a competitive remuneration package which includes a company car, fuel allowance, private health care.

### Workshop Controller

Reporting directly to the Service Manager, the Workshop Controller will have responsibility for the daily organisation and motivation of the Workshop and Service Team ensuring efficient utilisation of resources as well as the accurate and timely completion of all tasks. Previous franchise experience gained within the automotive industry is essential as a Workshop Controller, Master Technician or Senior Service Advisor. A full driving licence is essential. This is a first class opportunity for the right person to develop their career within a successful family business.

### Service Advisors

We are looking to recruit individuals who have gained their skills and experience in the motor industry within a high volume franchised Dealership. Reporting directly to the Service Manager, the successful applicant will deliver high standards of customer service by communicating and building rapport with our clients both on the telephone and within the Dealership. Excellent organisational skills, the ability to stay calm under pressure and up sell our products are key qualities. A full driving licence is essential, as is knowledge of motor manufacturers' computer systems. Industry qualifications and or manufacturers' training together with experience of Kerridge are desirable.

### Parts Supervisors

Reporting directly to the Parts Manager, the successful applicant will have sound knowledge and experience of motor vehicle parts and manufacturers' computing systems. With a methodical and organised approach the Parts Supervisor will oversee the smooth daily running of the department. Self motivation with the drive to succeed is essential as is a full driving licence. Industry qualifications and manufacturers' training are desirable.

### Parts Advisors

We are looking to recruit an individual who has gained their skills and experience within the automotive industry. Reporting directly to the Parts Supervisor the successful applicant will have experience of stock ordering, checking and pricing and take responsibility for ensuring adequate levels of parts are ordered, received and delivered on time. Excellent customer service skills both in a customer facing role and on the telephone are essential to ensure the high standards of customer care both to our external and internal customers is delivered. Industry qualifications and manufacturers' training is desirable. A full driving licence is essential.

### Warranty Controller

Working as part of the Team the Warranty Controller will work effectively to ensure the warranty and goodwill policies and procedures within the Dealership are applied correctly. Previous experience of the role gained within the automotive industry using manufacturers' warranty systems is essential as is excellent organisational, communication and customer service skills. The successful applicant will hold a full driving licence. Experience of Kerridge V8 is desirable.

### Sales Executives

With the drive to succeed together with previous sales experience gained within the Automotive Industry or a proven career history within a challenging sales environment the successful applicants will work proactively in achieving and maximising all sales set targets and objectives by consistently following sales procedures and delivering the high levels of customer service and satisfaction expected by our clients. This position attracts a company car and fuel allowance. A full driving licence is essential.

### Sales Admin

Supporting the Sales Team, the Motor Sales Administrators will ensure the efficient processing of new, used and fleet orders. With previous experience gained within the automotive industry the successful applicant will be confident in completing sales invoicing, pre vehicle delivery admin (i.e. vehicle registration, road tax, etc.) updating stock lists and managing the sales database. Along with excellent organisational and communication skills a full driving licence is essential.

### Transaction Manager

Reporting directly to the Sales Manager, the Transaction Manager with proven ability and pro-active approach will organise daily activities to motivate the Sales Team to increase sales and earnings potential, together with a full driving licence previous experience gained in an automotive Sales environment of a high volume franchised dealership is essential as is the ability to plan, organise and meet deadlines. The position attracts a competitive remuneration package which includes a company car and fuel allowance.

### Hosts

First impressions count. Our Hosts have a very important role to play as one of the first points of contact within the Dealership. With a professional approach you will meet and greet our customers making them feel welcome and relaxed before directing to a member of the Hodgson Team. Whilst building a rapport the Host provides information on the products and services available at Hodgson Newcastle. Previous experience in a customer facing role and full driving licence is essential as is excellent communication skills. This is a job share position.

### Technicians

Fully skilled Technicians are required as an essential part of the Hodgson Newcastle expansion programme to work within our state of the art Workshop. Successful applicants will hold the desire to make the most of their knowledge, expertise and skills. In addition to a full driving licence NVQ level 3 in Motor Vehicle Maintenance and Repair or equivalent is essential as is a methodical organised professional approach to carrying out scheduled vehicle services, diagnosing routine and non - routine faults and carrying out vehicle repairs. In return we offer an excellent competitive salary and bonus package with guaranteed overtime and free uniform together with ongoing manufacturers' training.

### Telephonists

Working as part of the Hodgson Team, the Telephonist plays an important role in ensuring all external and internal telephone enquiries are answered in a professional and timely manner and directed to the correct department. Previous experience of working a busy switchboard and tannoy system is essential as is excellent customer service and organisational skills. The position will include some administration duties. A driving licence is desirable.

### Janitor/Handy Person

Working as part of the Team the Janitor/Handy Person will have responsibility to ensure the site is cleaned and maintained to the high standards expected by our customers. Duties will include the daily cleaning of all showroom, aftersales, office and public areas. The successful applicant will have an organised and methodical approach to work and gained experience of the job role by working in a similar environment. Reliability, good time keeping and customer service skills are essential. A full driving licence is desirable.

### Valetor/Drivers

At Hodgson we ensure our customers and sales vehicles are valeted to a very high standard. We transport customers to their chosen destination and then return them to the Dealership whilst their vehicle is undergoing service or repair. With previous experience in valeting vehicles and in a similar customer facing role successful applicants will be professional and of smart appearance. A full driving licence is essential, as is excellent geographical knowledge of local and surrounding areas.



# HODGSON

As individual as you are

Head office Pentagon House, Bittern Close, The Silverlink, Newcastle upon Tyne NE28 9ND

If you want to be a part of this successful, forward thinking family business working in a Flagship Dealership, please email your CV to [recruitment@hodgson-newcastle.com](mailto:recruitment@hodgson-newcastle.com)  
Or post to HR Manager, Hodgson Newcastle, Derwenthaugh Road, Gateshead, NE16 3BL.

Apply now to  
[recruitment@hodgson-newcastle.com](mailto:recruitment@hodgson-newcastle.com)

[www.hodgson-newcastle.com](http://www.hodgson-newcastle.com)