

Job title:	Aftermarket Central Support Administrator
Department:	Aftermarket
Reports to:	General Manager Technical Support
Responsible for:	
Location:	Warwick
Hours of Work:	37hpw, 08:00-16:30 Monday to Thursday and 08:00-13:00 Friday
Closing date:	

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

You'll manage and develop the Dennis Eagle Used website, provide training on DE-Connect and Terberg Connect systems, and support with other associated administration.

Main Duties and Responsibilities:

Dennis Approved Website & Customer enquires

- Manage website images and listings, removing and adding as required.
- Manage any changes that are requested to website, documenting changes and liaising with supplier to implement changes.
- Receive and assign all new enquires from website to General Service Manager – North.
- Complete DAU vehicle specification sheets to be added to any new website listing.

DE-Connect & Terberg Connect

- Provide internal and external training on DE-Connect and Terberg Connect software solutions (mainly online).
- Provide internal and external presales support and training on DE-Connect and Terberg Connect software solutions. (mainly online).
- Support with technical issues received from customer and employees.
- Coordinate DE-Connect and Terberg Connect product development directly with customer.
- Discuss product enhancements at quarterly meetings.

General Administration

- Directly support the Aftermarket Director with Concur Expenses administration.
- Assist with Pool Car allocation.
- Order office stationery for Tech Support, Warranty and Parts.



- General telephone support as a member of Tech Support group.
- Project work.

Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team recruitment@dennis-eagle.co.uk



Criteria	(E)ssential / (D)esirable
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Knowledge	
• Uploading information to websites and data analysis	E
• Managing and updating websites, including making website changes at administration level	E
• Commercial Vehicle product knowledge	D

Experience	
• Experience of liaising with customers / customer service	E
• Held a Project Controller based role in similar industry	D
• Prior call centre customer support role, or Telesales experience	D
• Experience of telematics or software solutions	D

Education / Qualifications	
• Business and or IT training qualification to A level or equivalent level 3 NVQ standard	E
• In house training DE-Connect telematics	D

Job-related skills & abilities	
• Able to analyse and present data to an audience	E
• Able to present software solutions to an audience	E
• Ability to communicate with others effectively across all levels of an organisation	E
• MS Excel	E
• Ability to work under own initiative	E
• Attention to detail	E

Other requirements	
• Interest in new technologies.	E
• Ability and willingness to travel throughout the UK extensively, including to customer and other DE sites as required	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____ Employee signature _____ Date _____

Manager name _____ Manager signature _____ Date _____

