



# Mercedes-Benz

**Intercounty Truck and Van Limited**

**Career Opportunity**

6/7/21

## Customer Development and Data Analyst coordinator

Intercounty Truck and Van are one of the leading Mercedes-Benz commercial vehicle dealerships, with locations at Wellingborough, Toddington, Peterborough, Milton Keynes, Lincoln & Boston.

Reporting to the Group Parts Manager this roles will be based at our Boston Parts Call Centre and will support the continued growth of both the Parts and Service Department

The person we seek will ideally have experience within the commercial vehicle sector and worked within a similar role with exceptional motivational skills. Proactive and resourceful you will have a committed approach to customer care and an excellent communicator with knowledge of the computer system ADP/Kerridge a great advantage

The rewards include genuine career development through the Mercedes-Benz Customer Service Advisor training programme and superb working conditions. Our remuneration package will reflect the responsibility and task the role demands.

### Main Duties to include

- Make outgoing calls to customers to convert parts quotes to sales
- Converting Parts sales to labour via fitted prices
- Data analysis of customers and spend with a view to focussed and targeted marketing
- Using IHS to identify leads and opportunities for Service and Parts BDM's
- Focused attention on Mercedes Parts Bonus and requirements to achieve 100%

### This role will require

- Excellent communication skills
- An ability to analyse large amounts of Data to identify parts opportunities
- The confidence to talk to customers and convert parts orders into fitted prices

If you feel you have the skills required for this challenging role then please apply by contacting Jason Booth. Jason Booth Intercounty Truck & Van Ltd Finedon Road Industrial Estate, Wellingborough, Northants NN8 4TR