



GROVER ARC Ltd is an independent FCA regulated family car accident management company that has been established since 1989, currently employing 30+ staff, and based in the West Molesey, Surrey area with close connections to all forms of public transport. We are accredited to BS 10125 and BSI Kitemark™ for vehicle damage repair as proof of our commitment to safety and compliant vehicle repairs. We pride our reputation built on strong performance and trust delivering reliable and high-quality accredited repair to our customers vehicles, whilst delivering excellent customer service.

GROVER ARC Ltd is endorsed by manufacturers, insurance companies and work providers to cover a broad postcode area.

We are also accredited PAS2060 Carbon Neutral certification.

Job Title: Customer Service Advisor

Location: West Molesey, Surrey

Salary: Up To £39,000K dependent on experience

We are looking for an experienced Customer Service Advisor with a flexible and can-do attitude who is committed to offering excellent levels of customer service. This is a fast-paced environment where customer satisfaction is key. We run a busy and efficient workshop with over 40+ cars being repaired each week.

Responsibilities of Customer Service Advisor:

- Serve as the first point of contact for customers whilst booking in their vehicles for repair.
- Ensure efficient workshop loading, whilst attending to all customer requirements to the expected standards.
- Allocation of courtesy vehicles.
- Keep customers updated at all times of progress and expected completion dates.
- Liaise with internal departments such as Drivers and Body Shop Manager.

Skills and Qualifications of a Customer Service Advisor:

- Must have previous experience as a Customer Service Advisor.
- Must be fully customer focused, and professionally presented.
- Ability to thrive within a busy Customer Service Department.
- Strong communication and good attention-to-detail.
- Able to work with Windows PC systems and office suite programmes.

Working Hours:

- Monday to Friday 7am – 5pm
- No weekends

Benefits:

- Competitive salary plus performance related individual weekly bonus
- 28 days annual holiday (this includes public bank holidays)
- End of month Friday lunch
- Private health care with BUPA
- Full training on systems and technical equipment

To Apply:

- Please email Gary Gregory at [gary@groverarc.co.uk](mailto:gary@groverarc.co.uk)