



JOHNSON & PERROTT LIMITED



#JOB-2412893



Multiple Locations



No of positions : 2



Paid Position



38 hours per week



28000.00 Euro Annually



19/09/2025



17/10/2025

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : Recruitment@jpmg.ie

URL :

<https://www.jpmg.ie/careers-apply-now>



Open your camera
app & point here
to view this ad
online



Group Trainee Customer Service Advisor

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Multiple Locations :

- JOHNSON & PERROTT LTD., Mahon Pt Rtl Pk, Mahon, Cork, Co. Cork, T12 RD35
- JOHNSON & PERROTT LTD., Douglas Road, Cork, Co. Cork, T12 E373

Location: Cork, Ireland.

Job Type: Full Time, Permanent

About Us: Join an award-winning team at Johnson & Perrott Motor Group! We are delighted to announce that we are a 'Platinum Standard Winner' at the Deloitte Best Managed Companies Awards, which recognises the best-run companies in Ireland for strategy, capability, innovation, culture, and financial performance. We are now seeking a Trainee Customer Service Advisor to join our Motor Dealerships Division.

Job Summary: We are seeking a Group Trainee Customer Service Advisor to join our Aftersales Team. This is a rotational support role, working across all dealerships within the group to provide holiday cover and additional support where needed. With full training provided, you will gain experience in multiple locations, working alongside our Aftersales team to deliver outstanding service to our customers.

Responsibilities Include but Are Not Limited To:

Customer Reception: Act as the first point of contact for all service enquiries, in person and by phone.

Booking Management: Schedule vehicle services and repairs accurately and efficiently.

Communication: Clearly explain processes, costs, and timelines to customers.

Documentation: Prepare job cards and maintain accurate vehicle and customer records.

Team Coordination: Work closely with workshop and aftersales colleagues to ensure timely

completion.

Customer Updates: Provide progress updates and obtain approval for additional work.

Transactions: Process invoices and payments in line with company policies.

Customer Care: Follow up post-service to ensure satisfaction and build loyalty.

Issue Resolution: Handle concerns promptly, escalating where required.

Required Education, Skills, and Qualifications:

Minimum of Leaving Certificate or equivalent; further education or training in customer service or administration is an advantage.

Strong communication and interpersonal skills with a customer-focused approach.

Excellent organisational skills and attention to detail.

Ability to manage multiple tasks and prioritise effectively in a fast-paced environment.

Competent computer literacy, with proficiency in Microsoft Office (Word, Excel, Outlook).

A positive, proactive, and professional attitude, with a willingness to learn and develop.

Ability to work effectively both independently and as part of a team.

Flexibility to travel between dealership locations across the Group as required.

Full, clean driving licence is essential.

Personal Attributes:

Candidates should align with our core values of:

Integrity – Doing the right thing, always.

Commitment – Taking ownership and delivering excellence.

Caring – Putting people first, from customers to colleagues.

Benefits:

Competitive Compensation: We offer a competitive package, with access to a pension scheme once eligible.

Work Life Balance: We offer a 4 Day Work Week for this role.

Wellness Initiatives: We prioritize your well-being and offer wellness programs to support your health and happiness.

- **Sector:** wholesale and retail trade; repair of motor vehicles and motorcycles

Career Level

- Entry Level