



## Workshop & Customer Service Traineeship

### About us

MCM or Mowers, Chainsaws and Motorcycles is in a positive state of growth and is expanding its workforce. We stock, sell and service a large variety of mowers ranging in size and manufacturers. Motorcycles are a sizable part of our business as we stock and sell a range of both Suzuki and Royal Enfield bikes and our service department services many other brands. We are also a major Stihl dealer in this region carrying and servicing a full range of Stihl products.

### Position Description

We offer this position as a customer service and spare parts role. We seek a person looking to forge a career in customer service as well as workshop service to join our growing team on a fulltime basis. Given that this position is a traineeship, we will be offering formal training with a Certificate III in Business for the successful applicant. The successful applicant will be expected to work some evenings to 7pm and Saturdays until 4pm on a rotating basis. This role will be predominantly conducting spare parts searches and ordering for our range of products and services and you will be required to provide customer service at the front desk as well. The successful applicant will also be trained across all of our operating systems being, parts, service, ordering and sales and previous experience in such areas will be an advantage.

### About you

The successful applicant will be a suitable fit for our already cohesive, successful and growing team. You will have the ability to negotiate with both internal and external customers across many demographics and demonstrate eagerness to continuously learn our growing product range. You will have a, "Can do" attitude and be willing to ask leading questions where necessary. The success applicant is expected to engage in studies relative to a Certificate III in Business. MCM will set aside 3 hours per week as an allocated study period and you will be required to attend classes online every second week with a TAFE trainer as part of your studies. As part of the certificate studies, you are required to complete one unit of study every three weeks. We also require a person with the willingness to bring forward ideas for positive change and an ability to follow direction clearly and well as an ability to follow all direction including a positive contribution to work, health and



safety practices. A demonstrated ability to learn new computer operating systems is a must as you will be required to use technology for this role. You will also learn different roles within the business to be able to assist others staff members and to step in as a competent operator when others are on leave.

## Your duties

- Use computers to book or schedule repairs for customers.
- Manage repair time schedules for mechanics.
- Converse with customers to identify their purchasing requirement and assist in locating desired items
- Provide customers with essential product information, as well as offer them a demonstration of product features
- Provide solutions or replies to address customers' problems or inquires
- Manage customer complaints effectively
- Establish, develop and maintain positive business and customer relationships
- Value add, upsell and cross sell to increase sales and maximize company profits
- Coordinate sales with team other members and departments
- Evaluate stock inventory to determine the need for new shipments or product order
- Continuously improve through feedback
- Provide customers with after sales services and warranty agreements
- Collect cash payments and process credit card transactions for the purchase of goods
- Maintain a clean and clear counter and shopfloor
- Contribute to the organisation's continuous improvement program
- Learning organisational operating and sales system
- Maintain a safe and clean workspace
- Other duties as required

This position will suit a person who enjoys mechanics and customer service however, we will provide ongoing training for the successful applicant. The successful applicant must be willing to commit to the terms of a traineeship and be prepared to engage in studies. All applicants must be available to work late nights to 7pm and Saturdays until 4pm on a rotating basis is essential.

All enquiries should be directed to Jacob Rhodes at [jrhodes@westvic.org.au](mailto:jrhodes@westvic.org.au) or 0417 125 627.

**Workplace Health and Safety:**

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.

**Additional Information**

- Hours Per Week: 38 hours total, Monday to Saturday rotating roster
- Award / Agreement: National Training Wage Level A
- Superannuation: 10.5%
- Gross Commencement Hourly Rate: TBC
- Registered Training Organisation: South West Tafe

Copy to:  Employee

Host Employer

Main File

**Position Description Acknowledgement**

All parties have received, reviewed, and fully understand and accept the Position Description and the tasks and conditions included within.

**EMPLOYEE:**

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**HOST EMPLOYER:**

Host Employer Name: \_\_\_\_\_

Host Employer Signature: \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name: \_\_\_\_\_

Westvic Staffing Solutions Representative Signature: \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_