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MANUFACTURERS OF THE WORLDS LARGEST RANGE OF DISC BRAKES FOR ANY VEHICLE

Job Description – Technical Advisor/Administrator

SUMMARY

EBC Brakes is an independently owned and managed leader in the braking aftermarket. EBC Brakes produce the largest range of brake pads and brake discs in the world, with over 25,000 part numbers for every type of moving vehicle. EBC Brakes are also expanding their product range.

The successful candidate must demonstrate a strong commitment to consistent attendance and punctuality. This role requires being present on-site every scheduled workday to ensure smooth operations and customer experience. This is a solo role with interaction across various departments from cataloguing, customer service and goods in. Must be highly knowledgeable in the workings of motorcycles.

PRIMARY RESPONSIBILITIES

- Resolving technical parts enquiries on email, social media and telephone;
- Being the first point of call for warranty claims, advising customers on what to check and then issuing a Returns Authorisation Number, booking the UPS collection of said part, reviewing the physical goods on receipt if required, updating the Returns database and issuing paperwork for credit or replacement to be sent;
- Updating technical notes and advising relevant department on any fitment changes;
- Gathering feedback from EBC customers and using this knowledge to build an understanding of the company's products in order to make experience driven recommendations;
- Dealing with requests for ETA's promptly and maintaining a record of this information;
- Administering the Racing product sponsorship programme, in line with the guidelines;
- Various general administration duties;
- Any other duties as assigned by your line manager.

KNOWLEDGE AND SKILLS

1. Must be able to demonstrate a good working knowledge of motorcycles, especially brakes and clutches and their associated mechanism and ability to problem solve;
2. Preferably an experienced motorcycle rider either in the past or currently;
3. Must be able to read 2, 3 and 4 wheel vehicle parts files;
4. Microsoft Excel and Outlook experience preferred but training will be provided if necessary;
5. Ability to read simple engineering drawings is desirable but training will be provided if necessary;
6. Excellent communication skills essential, along with a high level of professional customer service skills essential;
7. Self-motivated with a proactive approach to work and the ability to work to deadlines;
8. Excellent organisational skills essential – organised, methodical and have keen eye for detail;
9. Must be a team player;

HOURS OF WORK

Monday–Thursday start time of between 08:00-08:30 and finishing between 17:00-17:30 (30 minutes unpaid lunchbreak each day) and Friday 08:00-13:00. Total 39 hours per week. This is not a flexi time role, you will need to state your preferred hours at interview.

The statements above are intended to describe the general nature and level of work being performed by people assigned to the job. They are not construed to be an exhaustive list of responsibilities, duties and skills required of personnel in the job. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.