



Service Receptionist Position Description

Reports to:	Branch Manager
Position Objective:	To assist the workshop manager in all office duties
Qualifications & Requirements:	<ul style="list-style-type: none"> ~ Basic computer understanding ~ Ability to deal with customers in a friendly and efficiently manner
Key Responsibilities:	<ul style="list-style-type: none"> ~ Undertake work in a safe manner ~ Provide excellent customer service ~ Work well and communicate in the team environment
Duties:	<ul style="list-style-type: none"> ~ Answering Phone ~ Control reception work flow ~ Creditor invoice ~ Customer bookings ~ Customer invoices ~ EFTPOS procedures ~ Job cards/repair orders ~ Stock orders ~ Till reconciliation and bank deposit ~ Vehicle collection procedure ~ Vehicle master file set up ~ Workshop controller sheet
Responsibilities:	<ul style="list-style-type: none"> ~ Comply with reasonable and lawful instructions given by the manager / employer ~ Must not place yourself or others in danger
Authority in workplace	Freedom to act within qualifications however purchases need to be made with manager approval.
Personal Attributes	<ul style="list-style-type: none"> ~ Take pride in your appearance by attending work dressed in the correct uniform and maintain a neat and tidy appearance ~ Be aware of personal hygiene ~ Be friendly and professional when dealing with customers ~ Self motivated with a continuous improvement attitude

	<ul style="list-style-type: none"> ~ Able to problem solve and strive for efficiency in all processes and workflows ~ Ability to work independently and schedule work to meet deadlines ~ Ability to identify any issues or training needs to management
Quality	<ul style="list-style-type: none"> ~ Carry out tasks with the aim of minimising errors, waste and time ~ Ensure that data/ information provided is accurate and true

Authorised by:

Date authorised: 6/12/2016

Andrew Winch

General Manager

Date to be reviewed: As required