

**SCHEDULE**  
**JOB DESCRIPTION**

**Title:** Receptionist/Clerk

**Reports To:** Office Manager

**Principal Accountabilities:**

1. As most often the first representative of our Company our customers and suppliers deal with, act as an ambassador for our Company by providing a courteous, informed and helpful link between our customers, suppliers and staff.
2. Prompt and accurate processing of all LTSA transactions.
3. Collection of incoming mail and sorting.
4. Prompt and accurate processing of data entry as required.
5. Oversee and order all company stationery and office products.
6. Prompt and accurate processing of all used vehicle deals and associated paperwork.
7. Prompt and accurate processing of vehicle sales departments transactions as detailed below.
8. Prompt and accurate processing of banking.
9. Prompt and accurate filing of all company paperwork.
10. Complete daily bank run.
11. Process WOF, Service reminder, and thank you letters.
12. Prompt and accurate processing of creditors invoices and statements.
13. To print and prepare debtors statements to be mailed out monthly.

**Responsibilities:**

- I. To promptly respond to telephone calls in a courteous and informative manner.
2. Where the staff member required by the caller is not available, ensure that any message given by the caller is communicated to that staff member as soon as he/she is available – via voice mail.
3. Courteously greet and assist customers entering the dealership if they are not immediately assisted by any other staff member.
4. Maintain a high standard of personal grooming and presentation at all times.
5. At all times maintain a level of knowledge of the Company's business sufficient to either answer customer's queries immediately or direct the customer to a staff member qualified to assist.

6. Cheerfully and effectively undertake such other tasks associated with the receptionist/clerk's role as are required to achieve the principal accountability of being an effective ambassador for the Company.
7. Daily complete all banking and deliver to bank 2.00pm each day.
8. Process all WOF & Service reminder.
9. Assist with new vehicle registrations and all LTSA functions as required.
10. Process all used vehicle deals daily ensuring that all is complete i.e.
  - Change of ownership
  - Copy of warranty
  - SL account opened if applicable
  - Encumbrance on trade-in has been paid
11. Process and file all creditors invoices daily.
12. Prepare outgoing mail for pickup daily.
13. Undertake such other lawful duties as directed by the Office Manager or the Dealer Principal.