



SOLOMON & COMPANY (ST HELENA) PLC

JOB DESCRIPTION

DEPARTMENT: Autoshop

JOB TITLE: Business Support Assistant

RESPONSIBLE TO: Auto Shop & Transport Supervisor

JOB PURPOSE: To provide excellent frontline customer service for the Auto Shop and Transport business, including customer aftercare for services provided, as well as administrative support to the Auto Shop & Transport Supervisor and the Deputy Auto Shop & Transport Supervisor in the effective operation of the businesses.

JOB OUTLINE:

- Be the first point of contact for customers in the absence of the Auto shop & Transport Supervisor and the Deputy Auto shop & Transport Supervisor, ensuring that customers receive a consistently high standard of service
- To answer the telephone and respond to Customers enquiries and services requested.
- To assist customers with completing the Service Works Order Forms and ensure electronic record of job requests are effectively maintained.
- To ensure Service Work Orders and customer invoices are completed accurately, and to collate Service Work Orders forms and provide monthly reports to management
- To arrange bookings for customers and company vehicles for preschedule servicing.
- To ensure Company Vehicle maintenance forms are completed accurately, collate paperwork, and provide monthly reports to management.
- Complete Timesheets for Autoshop Staff and submit to Wages Clerk in a timely manner once verified by the Autoshop & Transport Supervisor or Deputy and authorised by the Manager.
- To accept cash from customers for public jobs ensuring that cash takings tally with the daily sales book and process in accordance with the Company's Cash Handling Policy and submit to the Company's Cash Office.
- To take due care and diligence when driving Company vehicles and conveying passengers

- To report any mechanical or other defects of the vehicle to the Auto shop & Transport Supervisor
- To carry out data entry and Stock management process of the Sage Stock system, including carrying out spot checks and monthly stock checks and reporting on variances.
- To carry out data entry and creation of jobs and journals in Access Accounts
- Ensure adherence and compliance with the Company's Transport Policy
- To effectively maintain records and filing.
- Any other related duties as required by Management

PERSON SPECIFICATION:

- Good organisation skills with the ability to effectively prioritise workload.
- Strong numeracy and analytical skills
- Excellent communication skills and ability to work well in a team
- Be able to multitask and work under pressure to meet deadlines.
- Customer focused and with the ability to deliver an excellent level of customer service.
- Ability to work independently and use own initiative
- Ability to work to a high degree of accuracy and demonstrate attention to detail.
- Target driven and committed to service excellence.

SPECIAL CONDITIONS:

- Work out of Hours as and when required
- Be in possession of a clean, valid license with classes A& C
- To maintain the confidentiality of the department.