

Job Description

Receptionist/Administrator

Role

In this role, you will be responsible for the smooth running of the reception of the workshop, including answering the telephone, taking bookings, taking payments, updating customer information including vehicle updates and providing excellent customer service to all of our clients.

To ensure success as our reception administrator, you will be confident and enthusiastic, have customer service experience, versed in various office systems including our specialist garage database. You will enjoy talking to and engaging with people and can work in a fast paced, busy garage environment.

Responsibilities

- Welcoming garage guests and visitors.
- Answering and making calls on behalf of the garage.
- Handling office correspondence (digitally and paper).
- Maintaining office, kitchen and workshop supplies.
- Maintain the reception area.
- Troubleshooting digital and computer based problems.
- Ensuring calendars and tasks to maintain the workshop are undertaken.
- Observe GDPR, retention policies and health and safety work standards.
- Process invoices and accept payments for clients.
- Maintain and update customer databases; ensuring all records are up to date.
- Support marketing and advertising opportunities such as social media marketing, creating adverts and posts to build customer base.
- Engaging in learning opportunities to update job knowledge and technical skills.

Requirements

- Key Skills (English/Maths) in education, certifications or experience is preferred. Proficiency in numerical work is essential as you will be preparing invoices and managing customer accounts.
- IT literate and proven ability to use software systems incl MS Office, online banking, finance systems and CRM databases.
- Excellent active listening, problem-solving and communication skills.
- Self-motivated, independent and reliable with a strong work ethic.
- Confident in speaking to customers and excellent written and oral communication and customer service skills.
- Knowledge of social media, marketing, websites and copy writing is desirable.
- A full driving licence is useful but not essential.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Salary

£24,472.50 per annum

Hours

37.5 hours per week - Monday to Friday

Annual Leave

210 hours pro rata/28 days per year including all bank holidays (where these fall on normal working days) and some contractual leave entitlement during shut down periods at Christmas/New year if arranged.