

## **Schedule 2 – Position Description**

Title           **Vehicle Detailer/Yard Maintenance**

Reports to   **Sales Manager**

(Whichever is applicable referred to as “Supervisor”)

### **Principal Accountabilities**

1. Prepare and groom new and used vehicles prior to sale.
2. Ensure vehicles that are groomed are kept in same condition until sold.
3. Ensure that vehicles in display areas are washed at least three times a week.
4. Ensure that company vehicles are kept in ‘as new’ condition if they have been on a demonstration drive or loaned to a customer. Sales team are to maintain their own company vehicles.
5. Check with Supervisor every morning for daily work plan.

### **Delegated Authorities**

1. Ensure that cleaning materials are re-ordered through your supervisor to keep a continuous supply available.

### **Position Objectives & Goals:**

1. To have vehicles in a ‘showroom’ state in a timely manner.
2. To maintain the above standard once the vehicle is on the yard.
3. Do it right the first time, every time.
4. To have all vehicles prepared ready for delivery on time.

### **Responsibilities**

1. New & used vehicles to be groomed/detailed to our standard as requested by your supervisor.
2. Wash vehicles on the yard if required.
3. Groom/detail vehicles as required prior to delivery to our customers.
4. Prepare any vehicles required as instructed by your supervisor for and shows or various displays the dealership undertakes.
5. Ensure that grooming bay is always kept tidy and that materials and equipment are put away during lunchbreaks and each night.
6. Assist with setting up/taking down display flags if and when required as requested by your supervisor.
7. Each night, ensure no vehicles outside are left unsecured and all floor mats/cleaning materials are taken inside.
8. Advise your supervisor if any paint defects, scratches, or damage are found on new or used vehicles being groomed.
9. Advise your supervisor immediately if any vandalism is discovered on vehicles in display areas.
10. Keep the display areas tidy by removing any windblown materials, eg paper, cardboard, plastic bags, leaves, etc.
11. Ensure that the wash bay is kept tidy and that mud etc. is disposed of.
12. Ensure that hoses, electric cables, and cords etc. are repaired or replaced when necessary and all equipment is put away when not in use.
13. Ensure that lids, screw tops etc. of cleaning materials are on properly when not in use.
14. Assist others department when requested (by Supervisor) to pick up or deliver customers vehicles.
15. Liaise with other departments in a helpful and courteous manner in all matters relating to your position.

16. Take extra care when driving customers' vehicles at all times, that a seat cover is used, and ensure that the audio system is not left on before switching off ignition.
17. Always use protective seat covers, floor mats and guard cover to keep customers cars clean while working.
18. Undertake such communications as are required with customers only in conjunction with your supervisor and in a manner which contributes to the achievement of customer satisfaction.
19. Review the work you have done with your supervisor for quality control prior to releasing the vehicle.
20. Willingly undertake all/any training required by Toyota New Zealand (TNZ) and the dealership including attending staff or department meetings where required.
21. Maintain a full complement of tools to enable your job to be carried out in the appropriate manner.
22. Always comply with the Dealerships Environmental policy, especially with the handling and storage of hazardous substances (grooming products).  
Recycle/reuse grooming material and correctly dispose of empty grooming containers.
23. Complete all grooming tasks in a safe manner wearing any personal protective safety equipment supplied. (Refer Health & Safety Policy and/or equipment procedures). If unsure seek advice from Supervisor immediately.
24. At all times represent the company in a professional manner which advances the interests of the company and its employees.
25. Always meet the Dealerships standard for personal grooming.
26. Undertake such other tasks as are required to achieve the principal accountabilities of the position or as directed by your Supervisor, Sales/Branch Manager or CEO.