



Schedule 2 - Position Description

Title: Receptionist/Administrator **Reports to:** Administration Manager

Responsibilities

1. Promptly answer all telephone calls in a courteous, friendly and informative manner. To transfer calls where appropriate, offer alternatives if the staff member is unavailable. 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 with the correct and full details as soon as he/she is available.
2. Courteously host and assist all customers entering the showroom/reception area.
3. Daily preparation of mail ready for processing.
4. Prepare the daily banking and ensure it is banked on a daily basis, balancing the till daily and daily processing of Eftpos and direct credits. Deliver the banking to the bank each day.
5. Receive and receipt money from Customers and ensure that the correct accounts and cash sales are credited.
6. Provide a daily report to the Administration Manager or Administrator with the day's funds and vehicle payments receipts if required.
7. Ensure that the reception and showroom area is kept clean and tidy at all times, cleaning the coffee machine and topping up the supplies daily.
8. Check and, if required, order the café supplies, stationery supplies, gas (heating) bottles and other such supplies a minimum of once per week.
9. Carry out monthly reconciliations
10. Process and reconcile Land Transport New Zealand (LTNZ) transactions daily



11. Process the Fuel account twice per month
12. 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.
13. Process external purchase orders for sales department
14. Type any quotes and letters as requested by any of the departments
15. File all monthly creditors' invoices, vehicle sales deals, cash receipts etc once they have been completed for the month as advised by either the Administrator or the Administration Manager
16. Regularly distribute information that comes into the admin area to the intended recipients in a timely manner.
17. Cheerfully and effectively undertake other tasks associated with the receptionist's role as are required to achieve the principal accountability of being an effective ambassador for the Company.

Accounts – Creditors

1. Code and process approved charges (internal and external) through the creditors system as and when instructed to do so by the Administrator or Administration team leader.
2. File all processed documents in the sequence required by the Administration team.

Accounts – Debtors

1. Daily – Mail or email to our account holding customers those invoices not already provided directly to the customer on the premises.



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2. Receive and process in our debtors system, and bank monies received from customers on a daily basis.

Vehicles

1. Register the vehicle when the Registration Application (MR2A) is received.
2. Ensure that a completed Change of Ownership form is received and processed for all purchases and trades.

General

1. Attend all department and staff meetings as required
2. Comply with the Dealerships Environmental policy at all times, especially with the handling and storage of any hazardous substances. Recycle/reuse any packaging or material that you can and correctly dispose of any obsolete items. Please seek advice from your Supervisor or the Enviro Champion if you are unsure.
3. Maintain a high standard of personal grooming, including maintaining the company uniform in a tidy and clean state.
4. This position is not limited to the above tasks and may include various other duties as the CEO, Branch Manager or Administration Manager require.