

Reports to:	Parts Manager
Responsible for:	Delivering and Collecting guests in the Service Department

Main Purpose of Role:

To deliver and collect vehicles from guests, whilst providing care and attention to the guest and their vehicle at all times, whilst projecting a professional outlook. As part of the Service team you will also support the department by manoeuvring vehicles both on and off site.

Key Responsibilities and Duties:

1. Liaise with Service Reception on daily car delivery and manoeuvring requirements.
2. Protect the interior of guest vehicles with the appropriate covers as required.
3. Move vehicles to the car park for completion of work and report any damage to the Controller.
4. Ensure all guests are dealt with in a courteous, helpful and professional manner. Provide assistance and information and pass on any guest comments or concerns to the relevant supervisor.
5. Ensure the security and safety of the vehicle at all times and drive in accordance with the requirements of the Road Traffic Act and company handbook.
6. Following the completion of work, deliver and return vehicle back to guest.
7. Ensure collection or delivery deadlines are met and complete any necessary paperwork as per company procedures.
8. Develop company and industry knowledge through attending relevant training opportunities.
9. Maintain quality standards of dress, company uniform, attitude, guest care, honesty and health and safety in order to portray a professional image to guests at all times.
10. Adherence to all company policies and procedures.

Such other duties, commensurate with this post, may be assigned by your Line Manager or their nominee.

By my signature below, I certify that I have read and understand the above job description.

Signature of Associate:	
Date:	

Signature of Manager:	
Date:	