### Bodyshop Receptionist/Administrator job description

### **(XXXX Company Name)**

### **Job Profile and Key Performance Areas**

**JOB TITLE: Bodyshop Receptionist/Administrator**

**REPORTS TO: Bodyshop Manager**

## MAIN PURPOSE OF JOB

* To provide a first point of contact with customers and potential customers, answering queries personally or by telephone and ensuring the highest standards of customer satisfaction while work is being carried out.
* To perform a wide range of relevant administrative duties in support of the smooth running of the Bodyshop.
* To work effectively within the bodyshop team to ensure industry-leading standards of customer care and satisfaction at all times.

**JOB PROFILE & KEY PERFORMANCE AREAS**

**Operating Controls**

Ensure the accurate and timely completion of administration and operational tasks. Strive to achieve a consistently high level of customer satisfaction through outstanding personal and professional conduct.

**Policies and Practices**

Greet all customers and visitors promptly, courteously, and professionally. Ensure all environmental, Health & Safety and other Company policies and practices are strictly adhered to, operating within the law at all times.

**Communication**

Develop and maintain professional and positive working relationships with Company colleagues, customers, suppliers and external representatives, where appropriate.

**Personal Criteria**

Display a positive attitude, supporting the Company’s reputation for excellence through high standards of personal behaviour, including appropriate dress code. Assess own performance and effectiveness and undertake personal development activities.

### **KEY PERFORMANCE AREAS / STANDARDS OF PERFORMANCE**

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| Operating Controls | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Ensure all estimates and invoices produced comply with documented Company procedures. | 100%  Ongoing  Per Estimate | LM  Ad-hoc quality checks. |
| 1. Explain fully the contents of the estimate/invoice to the customer, and nature of work involved. | 100%  Per customer | LM PDR |
| 1. Follow the correct hand over procedure of customer vehicle and give full explanation of completed work. | 100%  Per vehicle handover | LM PDR  Ad-hoc audits |
| 1. Keep reception area clean and tidy, and ensure all reading matter is displayed in an orderly manner. Ensure adequate refreshment is provided. | 100% Ongoing | LM PDR  Daily inspection. |
| 1. Keep an accurate inventory of bodyshop parts, materials and consumables, ordering replacements when necessary. Order necessary parts for vehicle repairs as identified in customer estimate. | 100% Ongoing | LM.  Ad-hoc checks |
| 1. Offer adequate assistance to customers to complete insurance paperwork | 100%  Ongoing | LM PDR |
| 1. Prospect potential customers from completed estimates, and keep records for competitor analysis. | Weekly  call file. | LM PDR |
| 1. Keep workshop efficiency log and present to Bodyshop Manager/Foreman. | Daily log | LM |
| 1. Be aware of current business processes and suggest improvements to increase efficiency and service. | Ongoing | LM |
| 1. Support the development and implementation of strategies to improve profitability and efficiency. | 100% Ongoing. | LM PDR |
| 1. Meet all deadlines as set by Line Manager and company procedures. | 100%  Ongoing | LM PDR |

LM = Line Manager

PDR = Performance Development Review

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| Policies & Practices | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Adhere to all Health & Safety, environmental and Company policies and procedures, including the wearing of protective clothing, where appropriate. | 100% Ongoing | LM H&S Manual |
| 1. Engage with all customers and visitors promptly, professionally and courteously, at all times. Follow Company policies and reporting procedures when faced with a customer complaint. | 100% Ongoing | LM PDR |
| 1. Support and assist the Line Manager in achieving Company objectives. | 100% Ongoing | LM PDR |
| 1. Ensure all customer transactions and queries are handled promptly and efficiently. | 100% | LM PDR |
| 1. Ensure all customer data is stored and handled securely in line with Company and legal requirements. | 100% Ongoing | LM  Ad hoc checks |
| 1. Ensure the bodyshop presents the best possible image to customers and the public by maintaining a tidy, professional and welcoming environment. | 100% Ongoing | LM PDR |
| 1. Be aware of, and support, relevant promotional, marketing and prospecting activities. | 100% Ongoing. | LM PDR |
| 1. When applicable, use computerised systems efficiently to access and input information. Ensure all handwritten documents are legible and accurate. | 100%  Ongoing | LM PDR |
| 1. Ensure that requests for holidays are taken in line with Company policy, and that holidays are taken only with prior Line Manager authorisation. | 4 weeks notice | LM PDR |
| 1. Operate within the law and other relevant professional codes at all times. | 100% | LM |

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| Communication | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Develop and maintain professional, positive working relationships with all colleagues and visitors and, when appropriate, external representatives and suppliers. | 100% Ongoing | LM PDR |
| 1. Communicate progress against agreed objectives to LM. Discuss concerns with LM. | Regular  meetings | LM PDR |
| 1. Be aware of team and Company news and objectives, and relevant new product information. | 100% Ongoing | LM PDR |
| 1. Be part of a “share best practice” policy within the Company | Ongoing | LM PDR |

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| Personal Criteria | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Contribute fully to Company initiatives, projects and processes, and support positively the aims and ambitions of the Company. | 100% Ongoing | LM PDR |
| 1. Respond positively to beneficial change. | 100% Ongoing | LM PDR |
| 1. Undertake Performance Development Reviews with Line Manager. | Half Yearly | LM PDR |
| 1. Perform duties professionally, punctually and courteously at all times. Plan ahead to make the best use of available time. | 100% Ongoing | LM PDR |
| 1. Enhance the Company’s reputation for outstanding professional and personal service through high standards of personal behaviour, including appropriate dress code. | 100% Ongoing | LM PDR |
| 1. Adopt and promote a positive attitude at all times. | 100% Ongoing | LM PDR |
| 1. React calmly and effectively in unplanned situations. | 100% Ongoing | LM PDR |
| 1. Assess own performance and set personal objectives, including ongoing development and skills training. | 100% Ongoing | LM PDR |
| 1. Attend Company-instigated training activities. | 100% Ongoing | LM PDR |

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| **Confirmation and Acceptance** | |
| Sign and return a copy of this document to your Line Manager or designated manager | |
| **I confirm that I have read, understood and accepted the  Job Profile and Key Performance Areas for this position** | |
| Name of employee | …………………………………………………………………….. |
| Signature of employee | …………………………………………………………………….. |
| Date of signature | …………………………………………………………………….. |
| Line Manager name | …………………………………………………………………….. |
| Line Manager position | …………………………………………………………………….. |