### Valeter Job Description

### **(XXXX Bodyshop / Company Name)**

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

**JOB TITLE: Vehicle Valeter**

**REPORTS TO: Manager/Owner**

## MAIN PURPOSE OF JOB

* To ensure all vehicles are prepared and valeted thoroughly as instructed.
* To work effectively within the 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.

**Communication**

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

**Policies and Practices**

Deal with 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.

**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 vehicles are prepared and valeted to the highest standards. | 100%  Ongoing | LM PDR  Vehicle audits |
| 1. Ensure safe handling and disposal of chemical products ensuring compliance with all Health and Safety procedures. Keep wastage of all materials and fluids to a minimum, and ensure safe disposal of waste. | 100%  Ongoing | LM PDR  Health & Safety Audit |
| 1. Keep work area clean, tidy, and free from potential hazards. | 100%  Ongoing | LM PDR |
| 1. Drive Company and customers’ vehicles courteously and safely, observing all speed and other restrictions. | 100%  Ongoing | LM PDR |
| 1. Collect and retrieve vehicles promptly, and park cars in an orderly manner. | 100% | LM PDR |
| 1. Be aware of current business processes and suggest improvements to increase efficiency and customer 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 Line Manager in achieving Company objectives. | 100% Ongoing | LM PDR |
| 1. Monitor the quality of materials used to ensure the highest levels of customer satisfaction. If applicable, check the condition and safety of tools, equipment, appliances and materials, and ensure correct maintenance and calibration. | 100% Monthly Ongoing | LM PDR |
| 1. Ensure the Company 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 Department and 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 | …………………………………………………………………….. |