

## **Receptionist**

The role of a Motor Industry Receptionist is to present a friendly and professional face to customers and to provide efficient administrative backup to staff. Applicants interested in pursuing a career as a receptionist must be over 16 years of age. The role will involve administration work and working as a key member of the Sales and Administration team within a dealership. Applicants should have a minimum requirement of 5 Passes in Ordinary Papers at Junior Certificate level or equivalent qualifications or relevant reception or administration experience.

### **Main tasks**

- Answering main switchboard, routing calls, taking messages
- Receiving incoming post and deliveries
- Sorting and distributing incoming mail
- Organise dispatch of post (mail and courier)
- Welcoming visitors and informing staff of their arrival
- Keep company diary up to date with details of meetings, events, conferences, training courses, etc
- Enquiries – Answer simple customer enquiries on all company services including: service, sales, valeting etc
- Where enquiry cannot be concluded, it should be passed on to relevant member of staff
- Input incoming cheque and petty cash details onto accounts database
- Issue invoices
- Administrative duties for staff including faxing, data entry, photocopying, compiling reports or information packs
- Typing (from hand written notes and Dictaphone) reports, memos, notes, minutes, agendas, letters, brochures, faxes
- Assist in company event organisation (functions, conferences, meetings, travel arrangements, hotel & restaurant bookings, trade & motor shows)
- Co-ordinating the equipment and supplies requirements of the company, purchasing and ordering of same
- Ensuring that fax's, photocopiers tea/coffee machines etc. have adequate supplies

The Garage Receptionist will generally report to the Office Manager, General Manager or Dealer Principal.