

ALAN R JONES & SONS LTD
JOB DESCRIPTION
WORKSHOP ADMINISTRATION ASSISTANT

Reports to: Fleet Engineer

Liaises with: Garage fitters and the transport department, keeping them informed of any vehicles that are going to be off the road.

1. MAIN PURPOSE OF JOB

To assist in the organisation of the company's commercial workshops.

2. DUTIES AND RESPONSIBILITIES

1. Liaise with customers to book in times for repairs and servicing. Provide a proactive service, calling and reminding the customer of jobs they have scheduled in each week.
2. Generate start up numbers to open individual job files as and when requested by customers. Add to the job card for traceability for both the organisation and the customer.
3. Check prices from different suppliers.
4. Assist the Fleet Engineer in estimating jobs.
5. Keep accurate paper and digital records of all service work for all vehicles and trailers.
6. Mark off wall planners as and when certain jobs are completed.
7. Assist the Fleet Engineer to keep vehicles compliant through having planned systems in place and following necessary regulations.
8. Invoice customers within company timelines.
9. Deal with customer queries efficiently and courteously.
10. Allocate work to the workshop staff by making up job cards and allocating them to the fitters.
11. Check fitters' hours against set times for labour provided and report any discrepancies to the Fleet Engineer.
12. Manage a filing system to ensure easy and logical access to information and documentation.
13. To observe and comply with the company's Health and Safety Policy at all times.
14. The performance of such other services and task as are consistent with Company Policy.

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3. SKILLS AND EXPERIENCE REQUIRED

1. Excellent communication skills to deal with a wide range of internal and external contacts.
2. Attention to detail to ensure accuracy with record keeping and document and systems management.
3. Proficient in Excel and Word. Able to quickly pick up and use the Stirling system.
4. To be able to work within a team.
5. Ability to manage own time and deal with multiple tasks.
6. Plans and schedules tasks to ensure deadlines are met.
7. Experience in the commercial vehicle trade would be a great advantage.