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| **Service Administration Position**  **Position Description** | |
| **Purpose**  Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities. | |
| **Employee Name : TBA** | **Date PD Issued: 12/09/2023** |
| **Position: Service Administration Position** | |
| **Host Employer: Callaghan Motors** | **Supervisor: Scott O’Keeffe** |
| **Host Employer Address: 1165 Raglan Parade, Warrnambool 3280** | |
| **Westvic Staffing Solutions Labour Hire Consultant: Luke Gannon 0418 177 886** | |
| **Duties of Position:**  Trainees in Business Administration will learn to undertake a range of functions to contribute to the smooth operation of the administration activities within an organisation. They may be responsible for greeting people and attending to enquiries made by phone or in person, and assisting professionals, Managers and Executives by performing clerical, secretarial duties. | |
| **Tasks Involved:**  **A Service Administration employee may perform any or all of the following tasks:**   * Be the first point of contact greeting customers * Answering questions about service outcomes and scheduling booking appointments, vehicle drop off and pick up service * Demonstrate features, benefits, and options on all vehicle’s accessories * Promote the Company’s service and finance department with buyers to ensure customer loyalty * Communicating with customers via email, telephone and in person * Networking and seeking new customers * Consult with mechanic regarding necessary repairs * Using your knowledge of products & services to sell or provide information on available parts and service options to customers * Providing customers with information on warranty protections, potential cost savings and the advantages of trading versus to fixing the vehicle * Maintaining positive customer relationships to ensure repeat business * Liaising with service technicians about parts ordering and ensuring parts are available when needed | |
| **Personal Requirements:**   * Professional appearance and attitude * Excellent communications skills * Strong computer skills required * Time management skills and willingness to take initiative * Self-motivated * An enthusiastic attitude * Ability to follow a process | |
| **Qualifications and Licenses Required:** Driver’s License (preferred) | |
| **Workplace Health and Safety:**   * Follow Westvic Staffing Solutions’ and the Host Employer’s Workplace Health and Safety policies, procedures, and workplace instructions * Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health * Correctly wear and maintain items of personal protective clothing and equipment that are provided * Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work * Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay. | |
| **Additional Information**   * **Hours Per Week : 38** * **Days per Week: Mon-Fri (overtime when required)** * **Award / Agreement: National Training Wage** * **Superannuation: 11%** * **Commencement Hourly Rate: TBA** | |
| **Copy to : 🗌 Employee 🗌 Host Employer 🗌 Main File** | |

**Position Description Acknowledgement**

All parties have received, reviewed, and fully understand and accept the Position Description and the tasks and conditions included within.

**EMPLOYEE:**

Employee Name:

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: / / 2023

**HOST EMPLOYER:**

Host Employer Name:

Host Employer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: : / / 2023

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name:

Westvic Staffing Solutions Representative Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: : / / 2023