

# Branch Administrator

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## Duties:

- Your duties include but is not limited to:
- Taking bookings and booking customer in.
- Responding to emails
- Answering the telephone
- Invoices – daily as when clients collect
- Payments
- Filing - daily
- Petty cash to be updated and captured daily
- Sending various info eg. RGT Smart/ SA warranties
- Cash wages – weekly
- Update and phone customers for collection – daily when needed
- Capturing supplier invoices daily
- Stationary – Ensure there is stock eg. Paper, pens etc.
- Return messages that have been left. Even if it is only to say you don't have any other feedback as yet.
- Pass the messages to your manager/staff.
- Keep reception and refreshment area tidy.
- Ensure stock of coffee, tea, sugar, milk, toilet paper. Keep track of this as it has a tendency to disappear.

## Customer Payments:

- Strictly comply with the rules of payment set out in this manual. Manager to deal with payments in the absence of the admin secretary.

## Booking in Customer Vehicles:

- All customer information on the job card must be completed in full. The manager is responsible for acquiring some of the info eg. any existing exterior damage and filling in of the mileage at the end of the day.
- Every car brought into the workshop must have a job card which must be signed by the customer.
- The following admin functions must be completed daily:
- All customer details to be kept on a database in a format that can be "mined".
- All job cards, with related invoices attached and proof of payment must to be filed daily.
- Analysis Book to be filled in daily.
- Customer invoices to be filed daily in numerical order.
- Record of parts returned to be kept on a daily basis.

## Customer Invoices:

- Record full name of customer and full details of work carried out, mileage to be recorded.
- Defects on the car (authorized by the customer) must be recorded on the invoice.
- Customer must sign the invoice.
- No vehicle to leave without payment.

**Ensure there is Always Stock of:**

- Files
- Printer ink cartridges
- Flyers
- Invoice paper
- Job card books
- Servicing Books
- Other stationery items
- Groceries
- Bibs for flyer distributors
- Overalls for mechanics
- Car washing items
- CSC stickers for back window

**Other Duties:**

- Assist manager in getting prices for parts.
- Answer phone promptly. Don't talk to other people while answering the phone.
- Do not give any written communication to anyone without authority from the manager.
- Smile and be helpful at all times.
- Dress appropriately.
- Never eat or smoke in front of customers
- Offer to make coffee for waiting customers.

**Skills:**

- Accuracy
- Customer service
- Pleasant, confident manner
- Organization
- Manage time effectively
- Oral and written communication skills
- Reliability and honesty

**Qualifications Required:**

- Matric certificate
- Bookkeeping certificate will be an advantage

**Experience:**

- +- 2 years' experience in an office environment
- Recon experience
- Basic bookkeeping, debtors and creditors experience

**Salary:** (based on years of experience) starting at R6 716.49 gross per month

**Job type:** full time

To apply for this position, please email your CV and required documents to [eberry@ccholdings.co.za](mailto:eberry@ccholdings.co.za). In the event that you have not received feedback within two weeks, your application has been unsuccessful.