

SERVICE CASHIER – JOB DESCRIPTION

FUNCTIONS:

- Customer Relations
- Scheduling Appointments
- Interdepartmental Relations
- Closing Customer Service Orders
- Handling Transactions
- Balancing Accounts
- Sales/Marketing
- Resolving Rental Vehicle Accidents
- Inventory Management and Quality Control

SKILLSETS:

- Adaptability
- Analysis
- Continuous Improvement
- Customer Enthusiasm
- Judgement
- Organizing and Planning
- Teamwork
- Communication

PERSONALITY ATTRIBUTES:

- Patience
 - Attentiveness
 - Cognitive Empathy
 - Clear Communication Skills
 - Ability to Use "Positive Language"
 - Ability to "Read" Customers
 - A Calming Presence
 - Persuasion Skills
- "WOW" Customers Service

REPORTS TO:

- Fixed Operations Manager
- Service Manager
- Our Customers

MANAGEMENT/BUSINESS SKILLS REQUIRED:

- Ability to receive customers and establish rapport by assisting customers courteously
- Ability to relate to customers of various backgrounds
- Ability to calm dissatisfied customers, resolve complaints with sensitivity, & involve others when needed
- Ability to work effectively and congenially with other teams and individuals in the dealership
- Ability to complete transactions and paperwork swiftly
- Ability to calculate charges for all parts, labour, & service repairs & to ensure the accuracy of the charges
- Knowledge of dealership procedures in handling transactions, including verifying customer account numbers, posting cheques, etc.

- Knowledge of dealership procedures for recording warranty work
- Ability to make change for customers
- Ability to balance accounts according to dealership procedures
- Knowledge of types, prices, and conditions for vehicle rentals within the dealership
- Ability to establish and maintain a vehicle log so that there is a record of what vehicle is rented by whom
- Ability to check returned vehicles for damage, cleanliness, mileage, and fuel level and to record this appropriately

WORK ORIENTATION FACTORS

- Much contact with people in all dealership departments
- Detail-oriented work
- Work with high-dollar amounts
- Considerable paperwork (documentation of payments, verification of accuracy of charges, etc.)
- Work with computer

POSITION SUMMARY

The Cashier:

- Greets customers politely & efficiently processes transactions while remaining sensitive to customers' concerns.
- Maintains payment records by accurately posting payments on customer service orders, recording cheque numbers, processing warranty information, etc.
- Balances the cash drawer and notifies the Office Manager/Controller of any discrepancies.
- Understands the cash-handling procedures at the dealership and conducts all transactions accordingly so that all cash, cheques, and charges are accounted for.
- Rents vehicles to customers who need alternate transportation while their vehicles are being repaired or serviced.

- Monitors the progress of customers' vehicles in the Service Department or Body Shop in order to update customers on progress and to plan for when rental vehicles will be returned.
- Works with customers to ensure their enthusiasm.
- In the process of renting vehicles, assesses their condition at the time they leave the dealership.
- Completes customer paperwork and must upgrade rentals if customers are not satisfied.
- Must be able to discuss rental rates and to fill out and process the appropriate rental forms.
- Discusses in detail the expected condition of returned vehicles and escorts customers to vehicles.
- Investigates late rental returns and documents customer complaints about vehicle rentals.
- Handles all rental transactions and balances rental accounts according to dealership procedures.

WHAT THE WORKER IS LIKE?

The Cashier:

- Works closely with other departments in the dealership, sitting in for the Receptionist on request and verifying charges and labour rates with the appropriate departments.
- Handles dissatisfied customers with sensitivity and understanding and, if necessary, by introducing them to the appropriate department and ensuring that their questions are answered.
- Works congenially in stressful situations.
- Must work accurately and quickly in handling customer payments to promote customer enthusiasm.
- Must be knowledgeable about the organization of the dealership in order to answer customers' questions about repairs & charges or to request that the appropriate person work with the customers in those areas.
- Must be able to read and interpret customer service orders and be familiar with dealership parts and labour rates and with the policies of the dealership concerning methods of payment.

- Must be comfortable working with high-dollar amounts and accurate in maintaining records of transactions in order to balance the books at the end of the day.
- Must be able to work closely with the Office Manager/Controller, advising the manager of any discrepancies or other problems encountered.
- Can work with customers of varied backgrounds and work congenially with team members.
- Provides customers with alternate vehicles while their own are being repaired.
- Is sensitive to customers' needs and wishes and selects vehicles that match customers' needs.
- Is flexible and capable of redoing paperwork without hesitation or complaint if a customer decides on a different vehicle.
- Must be able to act as cashier for the rental vehicle function in the dealership, coordinating the vehicle rental inventory, scheduling the rental, updating the "Date Back Board," handling transactions, and balancing accounts.
- Must be detail-oriented, thorough, and able to work independently.

WHAT THE WORK IS LIKE?

The work of the Cashier:

- Involves communicating effectively with customers of varying backgrounds and occasionally working with dissatisfied customers.
- Entails a considerable amount of paperwork and computer work, especially in handling detailed rental forms, maintaining rental vehicle inventory of files on frequent rental customers, and handling transactions and balancing accounts, but also in scheduling appointments for Service Consultants, maintaining an appointment log, and scheduling alternate transportation for customers.
- Requires collecting and accounting for payments to the dealership according to established policies and procedures.
- Is detailed not only when accounting for payments but also when analyzing charges on customer service orders to ensure their accuracy.

- Requires a high level of customer interaction and requires flexibility in the interest of generating customer enthusiasm.
- Involves showing customers to the rental vehicles and going out to the lot to receive and verify the condition of returned vehicles.
- Requires processing appropriate paperwork in the event of a rental vehicle accident according to established procedures, including filing the accident report with the dealership's internal insurance company, negotiating with the customer to pay for any damage not covered by that insurance, and meeting with adjusters to inspect damaged vehicles.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date: