

Office Manager for Motor Vehicle Repair and Tuning Centre

JOB DESCRIPTION AND PERSON SPECIFICATION

FOR OFFICE MANAGER POSITION

JOB DESCRIPTION:

Full time Office Manager required:

We are looking for a committed person who is seeking long term employment to work in a Motor Vehicle Repair and Tuning Centre of good reputation in Middlewich.

The business has been established for 34 years and we have a strong and loyal customer base.

Your role will be to ensure that the running of the office and reception are done so smoothly and efficiently and that our excellent customer service is maintained.

As we are a small team it will also be your duty to cover for the receptionist for leave etc.

MAIN PURPOSE OF THE JOB:

- To action online banking on a daily basis and process payments along with managing Direct Debits and setting up new payees etc
- Arrange weekly meetings with Directors to discuss financial status
- Chase debtors when applicable and report to Directors
- Liaise with reception checking all payments coming in
- Liaise with reception working through WIP reports (Work In Progress - ongoing jobs booked in and awaiting completion/payment) (training will be given)
- Transfer sales data from garage Auto Work system to Sage (training will be given)
- Process all supplier invoices onto Sage
- Process all payments onto Sage (to include Bacs, International, Cheques, Credit Cards, Petty Cash)
- Action post
- Liaise with Insurance Brokers and update vehicle/Insurance details where applicable
- Prepare VAT returns within Sage and liaise with HMRC when necessary

- Create and provide Stock & WIP reports to accountants quarterly.
- Action credit card statements and process onto Sage
- Match Supplier statements with Sage balances and action where applicable
- Stationary/Printing suppliers
- Process weekly/monthly payroll
- Manage staff holidays
- Action HSE updates when they occur
(This includes any actions to be taken for workshop machinery annual inspections)

When covering Reception:

- To answer the telephone, dealing with customer requirements for vehicle repairs in an efficient and courteous manner to ensure a high standard of customer satisfaction.
- To greet and assist visitors
- To ensure customer requirements are fully understood and communicated in an effective manner.
- To record vehicle details accurately and effectively operate a customer follow-up system. (Training will be provided)
- Calculate accurate charges for all parts, labour, materials, and other repair costs and provide customer estimates should they be required. (Training will be provided)
- Promptly prepare and present invoices following completion of work, ensuring all work has been carried out as detailed and charged for and obtain payment in line with company procedures (Training will be provided)

Additional duties include:

- Opening and distributing post
- Post & packaging of parts as and when required

PERSON SPECIFICATION:

The candidate must have the following:

- Sage 50 & Payroll - Essential
- Office Manager Experience – Desirable
- Debt management experience – Essential
- Have excellent and professional communication skills - written, verbal, telephone and listening
- The ability to multi-task and be detail-oriented.
- Be computer literate – Microsoft, Excel Spreadsheets
- Be educated to GCSE level, minimum grade C Math's and English required
- Have a minimum 2 years experience in a similar role

- Have an advanced level of experience in the use of IT, especially Microsoft Word, Excel.
- Have proven highly organizational skills
- Have excellent time management and organizational skills
- Be able to work to tight deadlines and under pressure
- Be pro-active in looking for opportunities to improve existing systems or initiate new systems
- Have the ability to sort, check, count, and verify numbers
- Have excellent analytical and problem solving skills
- Be highly motivated and committed
- Have a flexible approach to work

Job Title: Office Manager

Location: Middlewich, Cheshire

Salary: £15,000.to £17,000. Dependent on Experience

Holiday entitlement is 22 days + bank holidays.

Closing Date: 4th July 2015