

AUTO GALLERY



POSITION ANNOUNCEMENT – CASHIER / WARRANTY CLERK

JOB TITLE: Cashier / Warranty Clerk
REPORTS TO: Controller
POSITION: Full-time (Monday – Friday)
APPLICATION DEADLINE: Open Until Position Filled
SALARY RANGE: \$12.00 - \$16.42 per hour

LOCATION: 1415 Lafayette Pkwy., LaGrange, Georgia 30241

APPLICATION PROCESS: Send updated resume with related education and work experience details along with personal references to both Dawn Duran, Controller, at dduran@autogallerychevygmc.com and Dr. Karen Curtis at kc_curtis@bellsouth.net.

Summary

Receives payment for service and parts transactions, along with sales transactions as needed; performs the necessary steps for the warranty claims process and plays a key role in maintaining or creating ongoing customer satisfaction.

Essential Duties

- Greets customers at the cashier window in a pleasant and professional manner.
- Computes customer bills.
- Receives cash, checks and credit card payments from customers; records amount received.
- Makes change and issues receipts to customers.
- Provides cash refunds or credit memorandums to customers for returned merchandise.
- Reconciles cash drawer daily.
- Refers customers who have questions about the work performed, additional maintenance, or repairs etc. to a service advisor or other appropriate individual.
- Handles customer complaints with integrity and poise and, and when necessary, refers dissatisfied customers to the appropriate employee(s) for resolution.
- Maintains and files repair orders, parts invoices, rental forms; lists missing documents.
- Reconciles gas purchase statements.

- Assists fixed operations department with telephone coverage.
- Works with department manager to keep abreast of new products and services offered, their features and value, and any changes in price.
- Maintains a professional appearance.
- Keeps work area neat and clean.
- Performs other duties as assigned.

CASHIER / WARRANTY CLERK – POSITION QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The person in this position must have sufficient computer skills and knowledge of Microsoft Office, Outlook, and have the ability to learn company systems. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education and/or Experience

- High school diploma or general education degree (GED).
- One to three months related experience and/or training; or equivalent combination of education and experience.
- A plus is a High School Diploma combined with at least a one-year Certificate, Diploma, or Associate Degree from university or technical college; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

- Ability to read and comprehend simple instructions, short correspondence and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to read and interpret documents such as safety rules, instructions, and procedure manuals.
- Ability to write routine reports and correspondence such as professional email.
- Ability to speak effectively to customers and employees.
- Being bilingual is a plus.

Mathematical Skills

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to count money and make change.

Reasoning Ability

- Ability to apply common sense understanding to carry out simple step-by-step instructions.
- Ability to deal with standardized situations routinely and successfully.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Certificates, License, Registrations

- Valid Driver's License
- Maintain clean driving record

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- **Sitting:** Must be able to be in the sitting position for several hour intervals with mobility breaks as necessary.
- **Walking:** Various tasks will require walking as much as 100 yards on concrete or asphalt surfaces.
- **Changing Positions:** Flexibility is allowed in making frequent position changes (standing, sitting, and walking) as necessary to physically perform routine tasks.
- **Bending/Twisting:** The ability to bend and/or twist from waist, knees, neck, back, or arms is required at times during the day.
- **Lifting:** lifting under 15-20 pounds might include but not limited to boxes of paper and other office supplies.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
