

## **JOB PROFILE INVOICING CLERK**

### **Post: Invoicing Clerk**

### **Accountable To: Branch Manager**

The post holder will be responsible for the day to day invoicing at the branch working within a strong team environment. They will also need to fully utilise strong communication skills to ensure maximum efficiency, productivity and utilisation are met, and deliver outstanding customer service to both internal and external customers.

### **Particular areas of responsibility will be to: -**

- Provide a main dealer service to all our customers.
- Audit job cards (work orders) and associated parts/service documentation for accuracy and adherence to internal and external procedures prior to invoicing.
- Ensure Service / Inspection documentation are correctly completed and customer defect procedures adhered to.
- Assist in maintaining a daily flow of quality job cards ensuring information is accurate.
- Ensuring hourly daily target are met every day and are accurate
- Ensure Health & Safety and safe work practices are met at all times within this position's working environment.
- Check and issue sublet order numbers to specialist / external agents and to arrange / plan such works as required.
- Deliver regular customer contact ensuring excellent standards of service is maintained and customer kept informed about all aspects of their orders.

### **Candidates should be able to demonstrate:-**

- Excellent organisational skills
- Good customer service skills
- Technical awareness of motor vehicles, analytical and administrative skills

- Ability to work as a team player within a busy department
- Able to work unsupervised and to strict deadlines
- Flexible approach to working hours
- PC literate
- Ability to work calmly in an environment that can be pressured

**Particular experience / skills that will be regarded as ideal are: -**

- A technical understanding
- Knowledge of the Automotive Industry
- Knowledge of the Kerridge system