



Job Description

Workshop Administrator

Summary of Position

Working in a fast-paced office, the Workshop Administrator is responsible for ensuring the provision of a quality service to NVD's customers, acting as a key liaison between key customer contacts and workshop management. Additionally, the Workshop Administrator will provide a first-class administration support service to relevant departments at our site in Baldonnell.

Duties and responsibilities include:

- Providing full administrative support to the workshop
- Issuing job lists to workshop / compound staff
- Ensuring completed units are available for collection / delivery
- Providing administrative support to the compound / warehouse
- Ensuring the integrity of data in the company vehicle logistics system and setting up new tasks
- Supporting various projects within the department
- Understanding and complying with customers' policies, practices and procedures
- Dealing with customer queries in an efficient and professional manner
- Managing the workshop time and attendance system
- Generating daily, weekly and monthly reports
- Reporting customer issues immediately to appropriate personnel
- Effective complaint handling
- Responsible for processing all vehicle repair estimates and ensuring efficient follow up on outstanding tasks
- Identifying discrepancies and taking appropriate action to stop recurrences
- Developing a thorough understanding of Customer Care policies and procedures
- Helping to facilitate a Continuous Improvement Environment
- Maintaining office storage and filing system
- Ordering stationary
- Supporting senior management with a variety of duties
- Responsible for managing the arrival of all visitors to the office, including hand off to the relevant contact
- Other ad hoc duties as needed

This is a varied role and will require the successful candidate to alternate and prioritise tasks at short notice.

Skills and Ability:

- 5 years' experience in a busy admin role
- Experience in work scheduling and planning
- Extensive knowledge of all MS Office software, particularly MS Excel
- Self-motivated and a fast learner who enjoys a varied role
- Ability to communicate effectively
- Ability to develop and build relationships across all levels of management
- Strong attention to detail, organisational and time management skills
- Capable of working to deadlines
- Ability to identify and effectively solve problems
- Proactive in approach to work.
- Ability to learn new tasks and skills quickly.
- Flexible, friendly, helpful nature.
- Resilient.
- Team Player
- Experience in the Motor Trade is desirable.