

Position: Bookings Clerk
Business Unit: Ford
Location: Pietermaritzburg
Reporting to: Service Manager



Overview: Job purpose and deliverables

Core purpose of the role: The core purpose of this position is to delivery effective support to dealership by Accurate recording of customers detail and additional repairs to ensure accurate service history

Key deliverables and outputs

- Operating and managing the incoming calls for service department
- Booking in of customers vehicles for repairs
- General Admin and ad hoc duties
- Accurate recording of customers detail and additional repairs to ensure accurate service history
- Ensure that service bookings are done in such a way that it maximises the workshop potential
- Maintain effective liaison with workshop staff
- Ensure highest standard of courtesy and efficiency in customer contact and communication
- Ensure that manufacturer and Barloworld Motor CSI targets are achieved or exceeded
- To maximise service sales and profitability by using professional sales techniques
- Create customer confidence



Overview: Essential individual competencies to be successful in the job

Academic qualifications:

- Matric / Grade 12
- Unendorsed driver's license

Work experience:

- 3 – 5-year Stock Bookings experience
- Kerridge / Evolve Knowledge required

Knowledge and Skills:

- Computer literacy
- Strong Microsoft capabilities
- Good communicator
- Good planning and execution of skills
- Good networking skills
- High attention to detail and analytical ability
- Ability to work under pressure
- Good speaking voice
- Concern for meeting deadlines
- Willingness to comply with company administrations systems; and
- Ability to work under pressure
- Ability to work accurately
- Ability to negotiate
- Ability to build and maintain relationship
- Methodical Approach to Work
- Microsoft Office skills (Excel, Word, and Outlook)
- Professional telephone etiquette
- Detail orientated
- Passion for customer service
- Ability to communicate clearly and concisely with customers and all staff.

Behavioural Attributes:

- Persuasive communication style
- Ability to work without close supervision
- Attention to detail
- Organizational awareness
- Reliability
- Good communicator
- Good planning and execution of skills
- High attention to detail and analytical ability

Essential:

- Helpful and supportive behaviour in interpersonal interactions
- Professional telephone manner
- Excellent customer care skills
- Ability to work under pressure
- Team Player

Level of Decision-Making	Level of Problem Solving
Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).	Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 05 April 2025

Email: Recruitment@nmi.co.za

Please use reference number: Bookings Clerk NMI Ford Pietermaritzburg

inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy