

Position: Bookings Clerk
Business Unit: Toyota
Location: Middelburg
Reporting to: Service Manager



Overview: Job purpose and deliverables

NMI is looking for a customer-focused Clerk: Bookings to manage service scheduling, confirm appointments, and ensure a seamless customer experience. If you are organised, professional, and thrive in a fast-paced environment, we'd love to hear from you.

Purpose of the role: The core purpose of this role is to manage and coordinate service and repair bookings, ensuring accurate scheduling to optimise workshop productivity. The Clerk: Bookings is responsible for capturing customer details, recording additional repair requirements, and maintaining an up-to-date service history. By handling enquiries professionally and ensuring smooth appointment management, they contribute to excellent customer service and efficient workshop operations.

Key deliverables and outputs

- Operate and manage the bookings and reception frontline area
- Book in of customers' vehicles for repairs
- Ensure that manufacturer and NMI DSM CSI targets are achieved or exceeded
- Maximise service sales and profitability by using professional sales techniques
- Be polite and diplomatic with customers at all times
- Be prompt and accurate in bookings
- Direct the service reception and greeting of customers
- Control and distribute all incoming service calls
- Perform general administrative tasks related to bookings and ad hoc duties, including relief cashier tasks
- Ensure the highest standard of courtesy and efficiency in customer contact and communication
- Manage customer queries

Overview: Essential individual competencies to be successful in the job

Academic Qualifications

Essential:

- Matric (Grade 12)
- Unendorsed driver's license

Work Experience

- 2 years in the Motor Industry or similar position

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 the company's administrative systems; and
- Ability to work under pressure
- Ability to work accurately
- Ability to negotiate
- Ability to build and maintain relationships
- Methodical Approach to Work
- Microsoft Office skills (Excel, Word, and Outlook)
- Professional telephone etiquette
- Detail-oriented
- Team player
- Passion for customer service
- Ability to communicate clearly and concisely with customers and all staff.

Personal 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

Level of Decision-Making

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).

Level of Problem Solving

Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 20 November 2025

Email: Recruitment@nmi.co.za

Please Use Reference: Bookings Clerk – Toyota Middelburg

Any internal employee who considers this opportunity must 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