



Tortola Auto Group Ltd. is currently seeking a **Receptionist & Administrative Assistant** who will be an invaluable addition to the vision and team in Tortola, British Virgin Islands.

Job Responsibilities:

Service Appointment Bookings:

1. Confirming service appointments via calls, WhatsApp and/or e-mail.
2. Reviewing customer service history to confirm that they are servicing their vehicle on time.
3. Booking and/or rescheduling of service appointments as confirmed by customers (inclusive of customers that are no-shows).
4. Follow up with customers via calls, WhatsApp and/or e-mail to remind them about their upcoming or missed Service Appointment.
5. Callouts and booking of appointments campaigns.

Receptionist / Administrative Duties:

1. Answer telephone calls that come in which are not answered.
2. Meet and greet visitors when they arrive on site and advise / direct them to the appropriate personnel.
3. Explain basic information and pricing about the vehicles sold or on display in the showroom to customers.
4. Maintain a customer / visitor log to record customer information and what their visit was about.
5. Sort all incoming mail and distribute accordingly.
6. Ensure that the reception area is tidy and presentable at all times.
7. Preparation and submission of daily progress reports on calls made / received and service appointments booked / rescheduled.
8. Clerical, administrative and general duties as assigned by Supervisor.
9. Updating customer contact information in the Dealer Management System (DMS).
10. Any other tasks that may be assigned by Management.

Skills:

- Competency with typing, computers, physical and digital filing systems.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with the ability to meet strict deadlines.
- Proficient with Microsoft Office Suite or related software.
- Ability to work under pressure.

The successful candidate must have:

- High school diploma.
- Completion of an administrative course will be an asset.
- A minimum of 1 year office experience is preferred.

- A clear police record and certificate of good character not more than six months old.

Please send resumé to Operations Manager, Tortola Auto Group Ltd., Slaney Point, PO. 437, Tortola, VG1110, British Virgin Islands or email hr@tagbvi.com and/or 284-494-2600.

Closing date is 5th October 2024