

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

Tortola Auto Group Ltd. is currently seeking a **Wash Bay Attendant** who will be an invaluable addition to the vision and team in Tortola, British Virgin Islands.

Job Responsibilities:

- Ensuring cleanliness, tidiness and safety in the work environment.
- Loading and unloading of delivery vehicles.
- Accepting delivery of inventory.
- Counting and verification of inventory.
- Inspecting inventory for damages and faults.
- Communicating any errors or issues to the relevant parties.
- To participate in all stock counts / cycle count activities.
- Greet customers in a courteous manner and advising them of the available wash services / options the company provides.
- Performs the car wash process using the relevant tools, machines and equipment while always maintaining high-quality output that meets the company's standards and customer satisfaction.
- Clean / scrub heavily soiled and hard to reach parts of vehicles, removing all dust and dirt on the interior and exterior of vehicles.
- Conducts periodic checks and maintenance of wash bay equipment to prevent any down time.
- Always ensures that the wash bay materials are securely stored and there is no wastage of materials.
- Provides assistance or advice to customers on any area of concern with the wash process or materials used.
- Move or direct cars into the wash bay area and always maintain a pleasant and focused attitude.
- Conduct visual inspection of vehicles to identify any damages or issues and notify the Supervisor / Manager of these issues before sending the vehicle into the wash area.
- Ensure that vacuums are not clogged, trash cans emptied, hoses and equipment / tools securely and properly packed at all times.
- Any other duties that may be assigned by the Supervisor or Management.

Skills:

- 18 years of age or older.
- Experience as a general labourer or in a warehouse environment will be preferred.
- Strong people and team skills.
- Honest and ethical in character.
- Must possess a valid driver's permit with experience.



The successful candidate must have:

- A high school diploma.
- At least 1 years' experience in the relevant field.
- A police certificate of character (not more than 6 months old).

BV Islanders or Belongers are preferred.

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Closing date is 5th October 2024.

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

Job Responsibilities:

- Tyre installation
- Tire Balancing
- Wheel Alignment
- Tire Repairs
- Loading & Unloading / packing of tire stock
- Perform Tire repairs as to industry standard
- Safely lift and install a wide range of tyres using Jacks, Hydraulic bead breaker, tyre installing machine and pneumatic hand tools.
- Check customer vehicles and advise appropriate
- Other duties as required to maintain brand standards.
- Any other duties that may be assigned by the Supervisor or Management.

Skills:

- 18 years of age or older.
- Experience as a general labourer or in a warehouse environment will be preferred.
- Knowledge in fitting exhausts, tire repairs & brakes would be an advantage.
- Strong people and team skills.
- Honest and ethical in character.
- Must possess a valid driver's permit with experience.

The successful candidate must have:

- A high school diploma.
- At least 1 years' experience in the relevant field.
- A police certificate of character (not more than 6 months old).

BV Islanders or Belongers are preferred.

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Closing date is 5th October 2024.

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

Job Responsibilities:

- Ensuring cleanliness, tidiness and safety in the work environment.
- Loading and unloading of delivery vehicles.
- Accepting delivery of inventory.
- Counting and verification of inventory.
- Inspecting inventory for damages and faults.
- Communicating any errors or issues to the relevant parties.
- Collecting stock or goods from a collection point and ensuring that all customer orders are complete.
- Packing the goods in the delivery vehicle in an organised manner that matches the order in which the deliveries will be made.
- Planning the shortest and best routes to clients by taking factors like roadblocks and traffic into consideration.
- Doing regular checks on company vehicles and informing management of any issues.
- Delivering products that are in good condition to clients on time.
- Interacting with clients in a friendly and professional manner.
- Unloading packages at the destination and getting clients to sign the necessary paperwork.
- Any other duties that may be assigned by the Supervisor or Management.

Skills:

- 18 years of age or older.
- Experience as a general labourer or in a warehouse environment will be preferred.
- Strong people and team skills.
- Honest and ethical in character.
- Must possess a valid driver's permit with experience.

The successful candidate must have:

- A high school diploma.
- At least 1 years' experience in the relevant field.
- A police certificate of character (not more than 6 months old).

BV Islanders or Belongers are preferred.

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.

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