

**Job Title:** Receptionist  
**Department:** Administration Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval Date:**  
**Date reviewed:**  
**Employment Status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

***In charge of telephone communications and reception.***  
*Takes and reroutes outside calls; takes accurate messages and provides inquirers with basic information in a courteous and professional manner. Welcomes visitors to the dealership, questions them about the purpose of their visit and refers them to the appropriate individuals.*

The **MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

#### **Telephone-related tasks**

- Operates a multi-line telephone system and transfers calls taken to the individuals concerned.
- Answers all incoming calls quickly and in a courteous and professional manner, and quickly transfers them to the individual or department concerned.
- Minimizes the time customers spend on hold and inquires several times if they wish to continue to wait.
- Takes detailed messages when the call cannot be transferred, including the caller's name, his/her telephone number, the time of the call and the information requested; forwards this information to the individual concerned as soon as possible.
- Filters incoming telephone calls, at the request of management.
- Advises the telephone company's maintenance department of any problems with their system.
- Updates and distributes the dealership telephone listing, as necessary.

#### **Tasks related to customer reception**

- Welcomes customers visiting the show room and inquires as to the purpose of their visit.
- Refers customers to the appropriate department, notifies the employee concerned that a customer is waiting and introduces customers to the salespeople.

- Welcomes and serves customers visiting the after-sales department, after this department is closed.
- Communicates with inquirers and visitors in a professional, friendly and effective manner.

### **Other tasks**

- Acquires basic knowledge about the dealership, in order to be able to respond to inquiries for general information.
- Obtains basic demographic information on every customer, using a follow-up file, a computer system, a check-list or any other method established by the dealership.
- Records data in a customer tracking system and prepares weekly reports on potential customers for management.
- Knows the web site address of the office and the email addresses of the employees.
- Does word processing, inputs data to update certain computerized files and files or photocopies documents.
- Ensures that signatures are obtained from anybody using the keys and/or licence plates of vehicles in stock.
- Opens the mail and forwards it to the individuals concerned.
- Issues receipts for the clientele, on receiving a deposit or taking delivery of a vehicle.
- Performs office tasks, on request.
- Maintains a professional appearance and a tidy work station.
- Performs other tasks, based on management requirements and instructions.

### **SECONDARY TASKS**

- *Description of one or more secondary tasks to be added, according to your needs.*

### **JOB REQUIREMENTS**

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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**N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.**

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