

**POSITION DESCRIPTION: Vehicle Groomer**

<b>Approval Date</b>	July 2018		
<b>Location</b>	Auckland		
<b>Reporting to</b>	Sales Manager	<b>Direct Report</b>	Nil

**Job Purpose**

The Vehicle Groomer will operate as a member of the Operations team.

The role involves arranging and providing a ‘Car Valet’ standard of grooming for Turners’ vehicles, involving upholstery cleaning & shampoo, machine cut & polish, paint & fabric protection, odour treatments, and leather restoration – thereby meeting and exceeding both buyer and seller customer needs.

To ensure our obligations for customers and other staff are met in terms of the Health and Safety in Employment Act.

**Company Values**

The Vehicle Groomer will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

**Relationships**

Internal	External
<ul style="list-style-type: none"> <li>• Branch management team</li> <li>• Other branch staff</li> </ul>	<ul style="list-style-type: none"> <li>• Vendors</li> <li>• Customers</li> </ul>

**Key Accountabilities**

Accountabilities	Performance Measures
<b>Grooming</b>	
<p>Overall, to actively assist in preparing, presenting and releasing vehicles to their best advantage and company standards- as tasked/assigned. To also provide a high level of service to both internal and external customers. This can include the following:</p> <ul style="list-style-type: none"> <li>• Monitors all car grooming operations, operation of cleaning machines, monitors/orders supplies, and informs Manager of any issues.</li> <li>• Inspect parts, equipment, or vehicles for cleanliness, damage, and compliance with standards or regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• Meet standards as determined by the Manager (or his/her representative).</li> </ul>

Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>• Undertake a range of vehicle grooming activities, in a timely and effective manner, ensuring that vehicles are presented in the best possible way. This may include:</li> <li>• Cleaning and polishing vehicle windows.</li> <li>• Scrubbing, scraping, or spraying machine parts, equipment, or vehicles, using scrapers, brushes, clothes, cleaners, disinfectants, insecticides, acid, abrasives, vacuums, or hoses.</li> <li>• Applying paints, dyes, polishes, reconditioners, waxes, or masking materials to vehicles to preserve, protect, or restore colour or condition.</li> <li>• Fitting boot spoilers, side skirts, or mud flaps to cars.</li> </ul>	
<b>Operations Team support</b>	
<ul style="list-style-type: none"> <li>• May assist as requested, in all aspects of the warehouse function from initial delivery of vehicles, and the subsequent inventory management and security requirements through to collections of purchased vehicles after auction.</li> <li>• To assist customers with the release procedures for both sold and unsold.</li> <li>• May assist as requested, in aspects of the sale set up process including physical relocation of vehicles and display for sale</li> <li>• Assist as required, with the control and monitoring of all vehicles on site including the security, parking and set up of vehicles, and display and post-sale processing</li> <li>• Ensures the showroom, warehouse and parking areas are kept clean and tidy at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• Meet standards as determined by the Manager (or his/her representative).</li> </ul>
<b>Personal development</b>	
<ul style="list-style-type: none"> <li>• Attends relevant and value adding professional courses and programs in consultation with the manager</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager</li> </ul>
<b>Health and Safety</b>	
<ul style="list-style-type: none"> <li>• Ensures own safety and the safety of others around Turners businesses</li> <li>• Follows all Turners and 'best practice' safe work procedures, practices and instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Meet standards as determined by the Manager, and/or the Turners H&amp;S Officer</li> </ul>

Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>• Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness</li> <li>• Ensures their work area is free of potential hazards</li> </ul>	
<b>General</b>	
<ul style="list-style-type: none"> <li>• Any other duties as and when required to ensure continuity of business</li> </ul>	

## Qualifications and Experience

### Essential

- Computer literacy
- Basic use and application of Microsoft Office suite of products

### Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ
- Full Driver License
- Physically fit – the incumbent will be required to operate specialised equipment and vehicles, exercise sound judgement, work outside in all different weather conditions, lift, pull and manage heavy equipment and objects, and may occasionally lift and/or move objects up to 10kg and occasionally lift and/or move objects up to 50kg. Consequently, the holder of the role must be fit and healthy, without any back, heart or neurological conditions, must be able to maintain this level of fitness, and have good eyesight (with or without corrective lenses) and good hearing.

## Competencies

- **Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- **Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one's manager, what type and amount of information to share, and how best to implement goals and objectives
- **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects
- **Repairing, Grooming and Maintaining Vehicles** – Knowledge of technical know-how to prepare and present vehicles in a first class manner.

## Terms of Employment

The terms of appointment will be subject to an employment agreement, and annual performance objectives to be negotiated with your manager.

The position description is valid upon sign off by the Manager and acceptance of the position by the employee.

**Agreed**

<b>Employee</b>	<b>Manager</b>
_____	_____
Signed:	Signed:
_____	_____
Name:	Name:
_____	_____
Date:	Date: