

POSITION DESCRIPTION: EOT Vehicle Inspector

Approval Date	February 2022		
Business Unit	Cars	Location	Auckland
Reporting to	Branch Manager	Direct Report	Nil

Job Purpose

The EOT Vehicle Inspector will operate as a member of the team. The role will involve the key competencies below;

- Accurate and timely data entry of vehicles into relevant computer systems
- Providing a high standard 'end of term' inspections to Turners AutoInspect customers
- Ensuring that all reporting is timely and accurate
- Ensuring a high level of customer service is provided at all times
- Maintain and continuously improve Turners inspection services in compliance with the International Inspection body standard, ISO/IEC 17020

Company Values

The EOT Vehicle Inspector 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"> • Branch Manager • AutoInspect Technical Manager • Other EOT Inspectors • Fleet Consultants • National Accounts Managers • Other key company staff 	<ul style="list-style-type: none"> • External customers • Lease Companies • Finance Companies • Dealers • Suppliers • and other stakeholders

Key Accountabilities

Accountabilities	Performance Measures
Customer Service	
<ul style="list-style-type: none"> • Develop and maintain a set of mutually beneficial networks and relationships by providing value to Turners internal staff, customers, and other key external parties, which assists in understanding customer needs and ensuring our focus on providing a consistent and excellent customer experience is well based. 	<ul style="list-style-type: none"> • Positive feedback received.

Accountabilities	Performance Measures
Manage and provide EOT Services as below;	
<ul style="list-style-type: none"> • Able to complete the vehicle receiving process when vehicles are dropped off by lease customers or transporters. • Effectively manage the booking of vehicles for the inspection process. • Manage and perform EOT Inspections at AutoInspect. • Carry out off site EOT Inspections as requested by the EOT manager or EOT 2IC • Maintain a professional link/network with other EOT Inspectors at other Turners sites. • Co-operate with other staff/departments and promote strong team spirit. • Manage Lease Company relationships with the aim to increase the number of vehicles put through the inspection process. • Handle inquiries and disputes from the Lease Companies, and consult with/refer to Branch Manager or their representative at an early stage. • Arrange for all additional work requested by the Lease companies, making sure standards are maintained. • Arrange for the delivery and/or collection of vehicles for inspection as required by customers. • Where appropriate, remind customers who are accompanied by school-aged children about the hazards of moving vehicles on Turners premises. • Undertake and complete any other tasks and role cover as assigned by the Branch Manager as may be required from time to time. 	<ul style="list-style-type: none"> • Meet standards as determined by the Branch Manager or their representative. • Internal feedback (formal and anecdotal) received from especially customers but also from the Branch Manager, Consultants and other Office support staff. • Timeliness and quality of services. • Accurate and timely data entry. • Number if inspections carried out • Achieve a 48 hour turnover of vehicle inspections. • No accidents to customers while on the Turners site. • Achieve required contribution as determined by the Branch Manager or their representative.
Personal development	
<ul style="list-style-type: none"> • Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> • Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Health and Safety	
<ul style="list-style-type: none"> • Ensures own safety and the safety of others around Turners businesses • Follows all Turners and 'best practice' safe work procedures, practices and instructions • Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness • Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> • Meet standards as determined by the Manager, and/or the Turners H&S Officer

Accountabilities	Performance Measures
General	
<ul style="list-style-type: none"> Any other duties as and when required to ensure continuity of business Undertake all special assignment work, projects, and all other tasks as requested 	<ul style="list-style-type: none"> Carry out such duties in a timely, accurate manner and in accordance with the organisation's policies and procedures Achieve required contribution and standards as determined by the Manager

Qualifications and Experience

Essential

- 3+ years previous experience providing a high standard of vehicle inspections
- Excellent eye for detail and high level of accuracy
- Well organised with strong planning skills and the ability to meet deadlines and cope under pressure
- A strong customer service orientation
- Excellent written and verbal communication skills
- High level of integrity
- NCEA Level 1 English and Maths or equivalent
- Computer literacy
- Basic Microsoft Office in Outlook, Word and Excel

Specific Requirements

- Vast vehicle understanding and knowledge
- Previous experience in panel and paint work
- Workplace First Aid Certificate (Preferred)
- Legal right to work in NZ as defined by Immigration NZ
- Full or Restricted NZ Driver License

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
- **Networking** – Builds strong working relationships with others outside one's team to enlist the support of both people and resources to complete tasks
- **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.

- **General Business** – understands basic business principles in conducting one's duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **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
- **Accuracy** - prepares and carefully reviews reports etc and ensures that they have internal consistency
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer's position and finds innovative and cost effective solutions to problems.
- **Quality Control Analysis** – Conducting inspections of vehicles, services, or processes to evaluate quality or performance.

Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

Agreed

Employee

Signed: _____

Name: _____

Date: _____

Manager

Signed: _____

Name: _____

Date: _____