

# Thurlow Nunn

<b>Role Profile</b>	
<b>Valet/Driver (Service)</b>	
<b>This Job Reports to:</b>	Service Manager
<b>Who Reports to this Job</b>	
<b>Working with</b>	Service Team
<b>Overview of this job</b>	<p><b>Achievements:</b></p> <ul style="list-style-type: none"> <li>• To reliably &amp; efficiently collect and deliver customer's vehicles</li> <li>• To wash vehicles to agreed levels to facilitate high levels of customer satisfaction</li> </ul> <p><b>Customer Focus:</b></p> <ul style="list-style-type: none"> <li>• To talk to and greet the customer in a professional manner to promote the Company at all times</li> </ul>
<b>Criteria for Success</b>	<p>This job holder can be measured by:</p> <ul style="list-style-type: none"> <li>• Cleanliness of vehicles</li> <li>• Timeliness of vehicle presentation to meet customer collection schedule</li> <li>• Flexibility to meet the demands of the daily workload</li> </ul>
<b>Specific Tasks</b>	<p>This job holder must be able to:</p> <ul style="list-style-type: none"> <li>• Collect and deliver customer's vehicles</li> <li>• Park vehicles in allocated areas</li> <li>• Wash the vehicles that have been in for a service that day</li> <li>• Perform valeting operations according to established procedures</li> <li>• Maintain good relationships with customers by meeting and exceeding their expectations</li> <li>• Ensure that all health and safety legislation and internal procedures are followed</li> <li>• Ensure the maintenance of tools, equipment, and other materials</li> <li>• High level of contact with service team members</li> <li>• Be comfortable in taking direction from others</li> <li>• Occasional assistance with driving vehicles to required locations off site</li> <li>• Participate fully in measurement and feedback processes, to complete and return personnel documentation on time and to embrace personal training and development opportunities</li> <li>• Work to support other team members in the achievement of their objectives when asked to do so or required by their manager</li> <li>• Other duties may be undertaken from time to time</li> <li>• Duties may change over time and the job-holder will be expected to co-operate where such changes are reasonable</li> </ul>

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<b>Knowledge and skills required</b>	<p>This job holder must have knowledge of:</p> <ul style="list-style-type: none"><li>• Vehicle valeting procedures</li><li>• Automotive systems (e.g. understanding of basic vehicle layout, function, and location of parts)</li><li>• Manufacturers products and recent improvements through technical bulletins, training courses and technical magazines etc.</li><li>• Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial.</li></ul> <p>And be able to:</p> <ul style="list-style-type: none"><li>• Talk to and greet customers in a professional manner</li><li>• Drive manual and automatic vehicles</li><li>• Handle a variety of tasks simultaneously</li><li>• Demonstrate a willingness to work outside in various weather conditions</li><li>• Work quickly when checking in and cleaning vehicles</li><li>• Effectively manage his or her own time</li><li>• Display a professional appearance and an enthusiastic attitude</li><li>• Work independently</li></ul>
<b>Competencies</b>	<ul style="list-style-type: none"><li>• Establishing and Maintaining Relationships</li><li>• Customer Orientated</li><li>• Team working</li><li>• Problem Solving &amp; Decision Making</li><li>• Continuous Improvement</li><li>• Results Focused</li><li>• Integrity</li><li>• Flexible</li><li>• Planning and Organising/Team Member</li><li>• Communication</li><li>• Numerate</li><li>• Computer literate</li><li>• Precise</li></ul>