

**Job title:** Department Secretary  
**Department:** After-sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Assists department personnel, by performing tasks related to customer service and the administrative follow-up of operations.*

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

- Warmly welcomes all customers visiting the service area with a positive attitude, answers their questions and refers them to the appropriate individuals or locations.
- Asks customers visiting the department if they have an appointment, writes down the customer's name, the vehicle identification number, the dispatch number, the kilometrage and the current damage to the car.
- Answers department telephone calls quickly and in a courteous and professional manner, and takes messages for department personnel, as instructed.
- Arranges appointments for after-sales department customers and manages the appointment making process.
- Confirms appointments.
- Handles customer complaints with integrity and, if necessary, refers dissatisfied customers to the appropriate individuals, so that a solution can be found to their problems.
- Participates in closing and opening work orders, following procedures.
- Notifies his/her supervisor of any irregularities detected when work orders are closed.
- Compiles a daily list of department sales.
- Keeps and files work orders, invoices and other documents and makes a list of missing documents.
- Opens and forwards the mail, writes letters and prepares the outgoing mail.
- Helps the technical advisors and claims clerk perform various administrative tasks.
- Replaces the cashier and/or receptionist, as necessary.
- Helps the customer and telephone follow-up clerk, as necessary.

- Maintains a professional appearance.
- 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.***