

# Vehicle Inspection New Zealand Limited

## JOB DESCRIPTION

### JOB TITLE

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- **Vinning Assistant**

### PURPOSE

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- **Provide administrative and vinning application support and data processing for the entry certification inspectorate to achieve efficient and accurate flow of vehicles through the entry certification processes.**

### SPECIFIC DUTIES & RESPONSIBILITIES

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#### General Administration and Vinning Application Support

- Provide general administration and vinning application support for the entry certification inspectorate.
- Prepare client documentation for VIN/Certification receipt, safety inspection, job card raising and dispatch.
- Collect vehicle attributes for vinning/compliance purposes.
- Perform data entry into Waka Kotahi Landata system and company accounting data base system for VIN Certification and safety inspection.
- Make and fit VIN plates as required.
- Process point of sale data entry.
- Archive relevant documentation on a day-to-day basis.
- Comply with company quality standards.
- Ensure high-quality work to meet company standards and client satisfaction objectives.

#### Customer Service Delivery

- Provide excellent, prompt customer service with a positive and professional attitude.
- Handle complaints ethically, referring them to appropriate personnel if necessary.
- Respond to inquiries and calls promptly.
- Foster teamwork and cooperation with customers and colleagues.
- Ensure arrangements are made for administrative service delivery in the absence of the reporting Supervisor or Manager.

#### Discretionary Decision Making

- Make decisions and support Vehicle Inspectors to meet customer needs and company requirements, reporting to relevant managers.
- Decisions may impact the overall company image.

### GENERAL DUTIES & RESPONSIBILITIES

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- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this Job Description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business' best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## SKILLS, EXPERIENCE & EDUCATION

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### Essential

- Minimum of NCEA level 2 or equivalent, relevant trade qualifications or experience.
- Limited work experience required; tasks can be learned.
- Basic computer skills, but requires accurate data entry.
- Aptitude for motor vehicles and practical duties.
- Current clean NZ drivers licence.
- Cultural – a demonstrated commitment to the understanding of other social, religious and values of different cultural and ethnic groups in NZ.
- Communication – expresses ideas effectively using language and terminology to suit the audience.
- Customer Service – proactive in developing customer relationships and understands customer requirements.
- Initiative – makes active attempts to influence events to achieve goals, self-starting, take action and be proactive.
- Work management – establishes a course of action for self, plans assignments and allocates appropriate resources.
- Teamwork – works effectively with others, respects needs and contributions of others contribute to and accepts consensus.
- Practical - is capable of safely using basic tools; i.e. power drill etc.

### Desirable

- 2 years office administration experience.
  - Familiarity with winning/compliance and/or exposure to an automotive workshop environment.
  - Familiarity with vehicle light and/or heavy compliance in the automotive industry.
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# Vehicle Inspection New Zealand Limited

## JOB DESCRIPTION

### JOB TITLE

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- **Customer Services Officer**

### PURPOSE

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- **Accountable for providing and maintaining a 'front of house' that reflects a warm welcoming image of a professional organisation.**
- **Provide quality customer service to all external/internal visitors and customers to the site.**
- **Preparation and accurate data entry of documentation for over the counter transactions, inspection outcomes, VIN/Certification receipting, job card raising and dispatch.**
- **Cashiering and reconciling daily banking.**
- **Carry out any other duties as and when required.**

### SPECIFIC DUTIES & RESPONSIBILITIES

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#### Customer Service Delivery

- A quality level of customer service is provided at all times
- A positive, friendly and professional attitude is demonstrated at all times in an ethical manner referring to any complaints to the Site Services Manager.
- Provide and maintain a clean and tidy 'front of house' reception customer services area at all times reflecting a professional image.
- Ensure that any beverage machines provided for public use are fully stocked and operating efficiently and effectively.
- Inquiries and telephone calls are responded to promptly.
- A team approach is adopted to aid co-operation with customers and work colleagues.
- Arrangements are made for service delivery in your absence.
- Any customer transaction histories are updated.
- Ensure the quality system (if applicable) is fully documented.
- Carry out any special projects or any other duties as and when required by the Site Services Manager.

#### Cashiering and Administration

- Prepare client documentation for VIN/Certification receipt, safety inspection, job card raising and dispatch.
- Data entry to the Landata system for VIN, Certification and inspection outcomes.
- Process point of sale data entry.
- Reconciliation of daily banking ensuring that all money receipted is accounted for.
- Archive all relevant documentation on a day to day basis and update NZTA end of day reports as required.
- Assist site management in credit control covering credit account application and debt collection.

#### Working in a Healthy and Safe Way

- Awareness of one's physical capabilities.
- Be responsible for your own health and safety at work ensuring compliance with all requirements of the Health and Safety at Work Act 2015 and with VINZ occupational safety and health policies and guidelines as modified from time to time.
- Early signs of any health-related symptoms report to the Site Services Manager as appropriate.

#### Risk and Quality Management

- Projects, policies and procedures include clear references to applicable risks.
- Identified risks and their assessment, control, treatment is recorded.
- Management of risks reported to the Site Services Manager.
- Risk and quality management are regularly discussed at staff meetings.
- All legal obligations are complied with.

#### Personal Development

- On-going education, knowledge and skills are acquired and updated.
- New skills are demonstrated and new responsibilities accepted.
- Personal development is reviewed annually in consultation with the Site Services Manager.

- Responsibility is taken for your own health and safety at work
- Commitment to continuous improvement methods and to increasing customer service is demonstrated.

## GENERAL DUTIES & RESPONSIBILITIES

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- Be punctual and work the hours and times specified.
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- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this Job Description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business' best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## SKILLS, EXPERIENCE & EDUCATION

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- National Certificate Level 3, NZCA 3 or equivalent.
  - 3+ years of administration and cashiering experience in a small to medium-sized organisation.
  - Cultural – a demonstrated commitment to the understanding of other social, religious and values of different cultural and ethnic groups in NZ. - Overcoming language barriers.
  - Analysis – secures relevant information, identifies key issues/relationships and compares data from different sources.
  - Spreadsheet (Excel) capabilities.
  - Exposure to mainframe/network computer systems.
  - Communication – expresses ideas effectively using language and terminology to suit the audience.
  - Proven report writing skills.
  - Customer Service – proactive in developing customer relationships. Understands customer requirements.
  - Initiative – makes active attempts to influence events to achieve goals, self-starting, take action and be proactive.
  - Negotiation – explores alternatives, reaches outcomes that gain all parties acceptance.
  - Work management – establishes a course of action for self, plans assignments and allocates appropriate resources.
  - Teamwork – works effectively with others, respects needs and contributions of others contribute to and accepts consensus.
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