

VEHICLE INSPECTION NEW ZEALAND LIMITED

JOB DESCRIPTION

JOB TITLE

Compliance Assistant

PURPOSE

- Provide administrative and vinning application support for the entry certification inspectorate to achieve an efficient and accurate flow of vehicles through the entry certification processes.
- Prepare vehicles for certification inspections, including disassembly and assembly of required components.

SPECIFIC DUTIES & RESPONSIBILITIES

Administration and Vinning Application Support

- Prepare vehicles for certification inspections.
- Disassemble and assemble necessary components for inspection.
- Assist with required NZTA inspection documentation preparation for VIN/Certification, as allowed under delegation rules.
- Collect vehicle attributes for vinning/compliance purposes.
- Comply with company quality standards.
- Ensure high-quality work to meet company standards and client satisfaction objectives.

Working in a Healthy and Safe Way

- Maintain good health through safe work practices.
- Promote safety and report incidents as per VINZ policy.
- Ensure proper use of Personal Protective Equipment (PPE).
- Report health-related symptoms early to management.

Risk Management

- Management of risks reported to the Branch Manager / Supervising Vehicle Inspector.
- Ensure compliance with all legal obligations.

Customer Service Relationships

- Provide excellent, prompt customer service with a positive and professional attitude.
- Respond to inquiries and calls promptly.
- Foster teamwork and cooperation with customers and colleagues.
- Make arrangements for service delivery during absence.

Personal Development

- Continuously acquire and update knowledge and skills.
- Demonstrate new skills and accept new responsibilities.
- Review personal development annually with management.
- Commit to continuous improvement and increased customer service.

GENERAL DUTIES & RESPONSIBILITIES

- 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's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment 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

Essential

- NZCA Level 2 or equivalent.
- 1-2 years of office administration experience.
- Basic computer skills and 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.

Preferred

- Familiarity with vinning/compliance.
- Proven data entry experience.
- Experience in an automotive workshop environment.