

Car Dealership Receptionist Job Description

- Guarantee all checks in accordance with company policy
- Answer phone and direct customers/prospects to the appropriate department and ensure to follow-up in a timely manner
- Diplomatically handle customer complaints and refer them to the appropriate individual/unit for resolution
- Ensure all company safety policies and procedures are strictly followed
- Ensure to check with management at the end of each shift before leaving the dealership to ascertain they do not need anything additional
- Responsible for daily filing (service repair orders, parts counter tickets, car deal files, and hard copies)
- Use the dealership's computer system to calculate customer's bills
- Responsible for receiving payments (cash, checks, and credit card payments) from customers and document the amount received on the repair order and/or counter ticket
- Provide customers with accurate change and issue receipts to them
- Responsible for processing internals daily
- Maintain confidentiality of customer and company information at all times
- Attend to customers with a clear, friendly voice along with a professional demeanor
- Maintain and keep customer areas tidy
- Responsible for stocking fresh complimentary snacks and beverages for customers
- Attend to waiting customers.