

**Valeter/Detailer**

**EMPLOYEE NAME:**

**THE MAIN JOB FUNCTION**

- a. To clean and prepare new and used vehicles
- b. To attend to minor blemishes and imperfections on vehicles both externally and internally using specified materials solvents and equipment
- c. To valet customers' and dealership vehicles as detailed
- d. To maintain the vehicle display areas in a clean and tidy condition and report defects
- e. To deliver or collect vehicles and undertake sundry errands
- f. To enhance the reputation of Your Dealership Ltd at every opportunity when interacting with others.

**INTERACTION AND REPORTING**

**Directly responsible to:**

Sales Manager

**Responsible for:**

Any assigned car and general cleaners

**Relationships with:**

Aftersales Manager, Workshop Foreman, Sales Admin Assistant, Car Sales Executives, Fleet Sales Executive, other Valeter/Detailers, Personnel Manager and Self-Drive Hire executive (if appropriate)

**KEY TASKS AND PERFORMANCE OBJECTIVES**

**Customer interaction:**

Ensure that all vehicles are prepared, cleaned and detailed to the benchmark standard set by Your Dealership Ltd.

**Control of costs:**

- a. Maintain a record of materials and consumables used.
- b. Minimise wastage of such materials and consumables.
- c. Properly care for all equipment and tools belonging to the dealership.
- d. Take care not to cause accidental damage to vehicles and components while being moved, cleaned, or prepared.
- e. Park all vehicles so as to avoid damage or hazards to other persons or vehicles.

**AUTHORITY LEVEL**

**Personnel:**

Control and training of assigned cleaners and assistants

## MAIN WORK ACTIVITIES

- a. Clean, prepare and detail all vehicles, new and used, as required by the Sales Manager.
- b. Wash and clean all externally displayed vehicles on a regular basis, as required by the Sales Manager.
- c. Dust and/or polish all internally displayed vehicles on a regular basis as required by the Sales Manager.
- d. Use all equipment and materials in line with manufacturer's instructions and normal dealership safe working practices.
- e. Maintain both internal and external display areas in a clean and tidy condition at all times, removing poor, damaged or discarded point of sale material as required.
- f. Start up and run each externally displayed vehicle each morning as required by the Sales Manager.
- g. Report any damage or component deficiencies which have occurred on the external display vehicles or area.
- h. Maintain all lights, pennants, advertising boards, etc. in the external display areas and report defects thereon.
- i. Deliver and collect vehicles from the storage compound.
- j. Report any irregularities which may be discovered in the storage compound.
- k. Collect and/or deliver vehicles from and to other locations as directed by the Sales Manager.
- l. Advise sales staff of any visitors that are unattended.
- m. Act courteously and professionally in any contact with customers and attend to their needs while waiting for sales staff to arrive.

## OTHER DUTIES

Any other duties as and when required by senior company managers that are reasonably within the capabilities of the person and are aimed towards the company's objectives and goals.

## QUALIFICATIONS, TRAINING AND EXPERIENCE

- a. Must hold a full driving licence, free from endorsements
- b. Must be trained in the use of solvents, abrasive cleaning materials, and cleaning equipment
- c. Must have had dealership experience of cleaning vehicles
- d. Must be aware of legislation governing the use of unregistered/untaxed vehicles on the public highway
- e. Must be capable of conducting themselves in a organised manner and be able to interact with others
- f. Must be able to organise and direct cleaning staff as necessary.

---

I acknowledge receipt of this Job Description, understand it and agree with it as part of my terms and conditions of employment.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_