

Role Profile

Role Title: Garage officer

Business Area: Customer Services

Department/Team: Garages

Reports to: Garage Manager

Direct Reports and span of control: None

Dimensions (budget holder, level of contract/systems etc responsibility): None

Created/Reviewed date: May 2023

Role Purpose

To provide, with minimum supervision, an excellent service to customers through a range of processes that responds to their needs and aspirations in relation to garage management, along with co-ordinating and managing all aspects of the garage sites to minimise garage void loss and maximise potential income.

Key Accountabilities

- To act as the first point of contact in all aspects of the garage administration process, delivering a high level of customer service with minimum supervision.
- Manage and update garage records regarding repairs, refurbishment, demolition or disposal.
- Process new applications, in accordance with the lettings policy and procedure with consideration to any local lettings plan. Complete sign-up of new customers, collecting payment and updating internal systems
- Carry out garage and site inspections, organising repair orders and clearances as required. Proactively monitor orders, to ensure a high standard of service delivery to our customers. Liaison with the Land & Property team regarding boundary breaches at garage forecourts. Identify and organise appropriate signage on garage forecourts.
- Maximise garage income potential through continued development of appropriate marketing strategies, along with bench marking of charges with similar providers in the region.
- Liaise with Customer Accounts in relation to delinquent accounts and engage with customers early to reduce rent arrears and evictions. Arrange refunds to customers, as applicable.
- Arrange and attend lock changes where repossession has been instructed. Liaise with former customers post-eviction, adhering to the TORT process, arranging inventories and disposal of goods as required.

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- Deal with improper usage of garage and garage forecourt areas, customer behaviour and illegal occupation, and taking relevant action. To liaise between Aster and contracted Parking Management companies.

Experience and Qualifications

Educated to GCSE Standard (or equivalent), including passes in English and Maths.

Substantial administrative experience in a commercial business environment required. Producing reports, making appointments, document management, dealing with enquiries from internal and external customers. Database management. Project management experience is desirable.

A basic level of understanding of accounts procedures is desirable.

Proficient in IT skills including Microsoft Office suite and CRM databases

Ability to communicate effectively with both internal and external contacts, able to handle enquiries and challenging situations in a confident, professional and competent manner.

Ability to organise and plan daily workloads to known deadlines and project requirements, sometimes under pressure.

Proven experience in a commercial business environment of delivering customer service to a high standard