

## Service Cashier Job Description

- Arrive on time in morning and afternoon
- Business casual dress attire
- Print closed but un-posted repair order report, review with warranty admin
- Make sure all orders have completed CCC's
- Post all orders that are closed and the customer is or has picked up
- Check rental car rack daily, advise service manager of any exceptions (see rental vehicle policy)
- Write receipts for deposits
- Answer phones and greet customers
- Keep work area clean and neat
- Staple customer survey report cards with all repair orders
- Create PO's for all PDI's coming from quick lube
- Post PO's for all gas tickets and repair orders upon receiving from service manager
- Fill out completely rental contracts and verify customer information
- Make sure all courtesy cars are fueled and washed
- Make sure we have accurate customer information for all on all repair orders and update as needed
- When posting cash payments keep all money on counter until customer has change and are leaving. Count change back to customers to eliminate questions
- All checks over \$50.00 must be process for check protection - write approval number on check. Also make copies of driver's license and write dl# on check with Date of Birth. Any check that can not be approved by telecheck must have manager approval using the Oakland County check protection process
- Must settle credit card machine every night at close
- Smile and have fun