

CAREERS

BRANCH:
 MAKATI POSITION:ADMIN SUPERVISOR DUTIES AND RESPONSIBILITIES
 :

Monthly Monitoring:

- Renewal of Company Vehicles & Comprehensive & CTPL
- Inventory summary of new vehicles
- Cleaning of signage of all branches (every two months)
- Fogging of Gencars Inc. vicinities
- Garbage collection schedule

Yearly Monitoring:

- Fire Insurance coverage of all branches of Gencars Inc.
- Property floater coverage
- Termite control management program

Others:

- Facilitate company events (Anniversary, Summer Outing, Christmas Party,

Organization Day, First Friday Mass, etc.)

- Prepares newspaper ads for Company anniversary, diaries, calendars & planner.
- Monitor monthly and quarterly inventory of supplies.
- Monitor and prepares Memorandum Receipts for supplies, equipment for all users.
- Supervises/monitor the work of Admin Clerk.
- Performs other tasks that may be assigned from time to time.

BRANCH:

MAKATI, BATANGAS CITY AND STA. ROSA

POSITION:

TELEPHONE OPERATOR

JOB DESCRIPTION:

Provide information by accessing alphabetical and geographical directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls.

DUTIES AND RESPONSIBILITIES

:

- Interrupt busy lines if an emergency warrants.
- Keep records of calls placed and received, and of related toll charges.
- Listen to customer requests, referring to alphabetical or geographical directories

to answer questions and provide telephone information.

- Monitor automated systems for placing collect calls and intervene for a callers

needing assistance.

- Observe signal lights on switchboards, and dial or press buttons to make

connections.

- Offer special assistance to persons such as those who are unable to dial or who

are in emergency situations.

- Operate telephone switchboards and systems to advance and complete

connections, including those for local, long distance, pay telephone, mobile,

person-to-person, and emergency calls.

- Provide relay service for hearing-impaired users.
- Set up conference calls in different locations and time zones.
- Calculate and quote charges for services such as long-distance connections.
- Consult charts to determine charges for pay-telephone calls, requesting coin

deposits for calls as necessary.

- Operate paging systems or other systems of bells or buzzers to notify recipients of

incoming calls.

- Promote company products, services, and savings plans when appropriate.
- Provide assistance for customers with special billing requests.
- Record messages to be used on telephone systems.
- Update directory information.
- Insert tickets in calculagraphs (time-stamping devices) to record times of toll calls.
- Perform clerical duties such as typing, proofreading, and sorting mail.

BRANCH

:
 BATANGAS (STO. TOMAS) AND STA. ROSA POSITION:
 CUSTOMER RELATIONS STAFF
 DUTIES AND RESPONSIBILITIES

- Assist the Customer Relation Officer in handling customer relations operations
- Handling and coordination of customer complaints to responsible parties
- Maintain customer data base
- Conduct and analyze after sales surveys
- Conduct service reminder activities to customers
- Handling of telemarketing activities to promote parts and service marketing

programs

- Assist in processing acquisition of government permits and accreditation

certificates acquisition and renewal

- Conduct 5S activities in area of work place
- Perform other task that may be assigned by superior from time to time

BRANCH:

BATANGAS (STO. TOMAS), SAN PABLO, LEGAZPI AND STA. ROSA

POSITION:

ACCOUNTING AND CREDIT/COLLECTION STAFF DUTIES AND RESPONSIBILITIES:

- Preparing gate pass of outgoing vehicles for charge account (service)
- Follow up collections for charge account (service)
- Balances subsidiary accounts by reconciling entries
- Maintains subsidiary ledger
- Perform other task that may be assigned by superior from time to time

BRANCH:

BATANGAS CITY POSITION:

PARTS SUPERVISOR

JOB DESCRIPTION:

The Parts supervisor is the overall in-charge of dealer parts operations covering parts and accessories sales, inventory management and control, warehousing and distribution.

SKILLS REQUIREMENTS:

- Graduate of Business Course or with equivalent work experience.
- Minimum of Three years of supervisory experience in an automotive parts related

business.

- Computer literacy and familiarity on office software.
- Possesses good command on both written and verbal communication.
- Wide network of parts sourcing and distribution is of great advantage.

- Responsible for the dealer parts operations covering parts and accessories sales,

inventory management and control, warehousing, sales and distribution.

- Develop, implement, monitor and enhance parts and accessories sales marketing

programs both for service, counter, fleet and jobber sales.

- Maintain an ideal level of parts inventory to support service operations, counter

sales, fleet sales and parts jobber requirements.

- Monitor, review and enhance parts warehouse processes to maximize capacity

and eliminate inventory losses.

- Coordinate with other sections and department parts operational concerns and

requirements.

• Represent parts operations on both internal and external meetings which require

parts representations.

• Conduct regular meeting with superiors and subordinates for operational updates

and necessary enhancement program.

• Conduct 5S activity in the area of workplace.

• Perform other task that may be assigned by superiors from time to time

BRANCH

:
BATANGAS CITY AND STA. ROSA

POSITION:

SERVICE SHOP LEADMAN SKILLS REQUIREMENTS

:

• Automotive course with TESDA certificate

• 3 years related experience and/or training; or equivalent combination of education

and experience

• Ability to deal tactfully with customers

• Ability to make decisions in a timely and professional manner, plus with analytical

ability, initiative and problem solving

• Ability to read and interpret documents such as safety rules, operating and

maintenance instruction and procedure manuals

• Ability to write routine reports and correspondence

• Ability to speak affectively before groups of customer or employees of organization

• Ability to define problems, collects data, establish facts and draw valid conclusions

• Ability to interpret an extensive variety of technical instruction in mathematical or

diagram from and deal with several abstract and concrete variables DUTIES AND RESPONSIBILITIES:

• Ensures work shift begins on schedule and assigns work order to technician to

maintain an orderly and efficient work flow that meets internal customer

deadlines.

• Monitor work in progress on the floor to ensure it is performed safely, correctly

and meets Standard Repair Times

• Schedules inbound equipment so that repairs are assigned in order of priority

• Equipment status is updated continually to maximized utilization

• Monitors that all required repairs campaigns are completed and warranty

procedures are followed

• Maintain the company safety culture, promotes a safe work environment

• The position required full time attendance and the ability to work overtime

BRANCH

:
BATANGAS CITY POSITION

:
PULL-OUT DRIVER DUTIES AND RESPONSIBILITIES

:

• Pull out new units in good condition from the plant and other Gencars outlets

• Deliver new units to customer\

• Clean displayed units; stencil units

• Other tasks that may be assigned by proper authority

BRANCH

:
BATANGAS CITY

POSITION:

SALES ADMIN ASSISTANT
DUTIES AND RESPONSIBILITIES

- :
- • Prepares daily inventory of stock units
 - • Prepares monthly sales report to IPC
 - • Prepares documents to transfer of units to other branches
 - • Prepares documents for LTO registration of brand new and released units
 - • Responsible for declaration and updates of sales profile to CRMS
 - • Other task that may be assigned by proper authority

BRANCH:

SAN PABLO AND STA. ROSA

POSITION:

MARKETING ASSISTANT

DUTIES AND RESPONSIBILITIES:

- • Ability to oversee all marketing and sales activities
- • Developing, maintaining and delivering on marketing strategies to meet company

objectives

- • Responsible for marketing, analysis of company products and service for the right market
- • To deliver all marketing activity within the agreed budget
- • To managing the entire product line life cycle from strategic planning to

implementation

- • To conduct market research in order to identify marketing activities and promo for

the products

- • Does marketing report and request for IPC
- • Does liquidation and internal report to accounting and immediate superior
- • To perform other function related to marketing

BRANCH

:
LEGAZPI AND STA. ROSA POSITION

:
ADMIN STAFF DUTIES AND RESPONSIBILITIES

SALES DEPARTMENT

- • Prepares Sales Report, Inventory Report, Vehicle – Accounts Receivable Report,

Sales Declaration Report, Vehicle Sales VAT Report, Vehicle Monitoring Report

and End Inventory Report.

- • Prepares Vehicle details for Bank and Insurance Company.
- • Confirms Insurance Policy and CTPL
- • Prepares Sales Invoice, Vehicle Delivery Receipt, Debit/Credit Memorandum and

Gate Pass

- • Prepares and Confirms Documents for Undertaking
- • Encoding Excel Type (before DOS System) IPC Sales Invoice, Sales Invoice,

Vehicle Delivery Receipt and Debit Credit Memorandum

- • Monitoring, Releasing and Keeping LTO OR/CR for Clients and Banks
- • Keeping all Sales Documents

PERSONNEL DEPARTMENT

- • Counter checking DTR and Official Business
- • Prepares Summary of Attendance for Payroll
- • Prepares and Keeping Individual Employee's Folder
- • Keeping All Personnel Documents
- • Monitoring and Dealing Out (Loans and Contributions; SSS, Pag-ibig, and Phil.

Health)

ADMIN DEPARTMENT

- • Requests and Monitoring Office Supplies and Equipment

- Requests and Monitoring Medicines for Employees

SERVICE DEPARTMENT

- Prepares Service Performance Report (SPR) for IPC and Head Office
- Prepares Customer Information Summary (CIS) for IPC and Head Office
- Keeping Warehouse Issue Slip

NAGA POSITION:

BRANCH:

WARRANTY PROCESSOR

JOB DESCRIPTION:

The Warranty Processor is charge of handling vehicle warranty and warranty maintenance concerns.

SKILLS REQUIREMENTS

:

- Graduate of engineering course or with equivalent experience
- Minimum of Three years experience in vehicle automotive servicing and with

proficiency in parts and failure analysis.

- Computer literacy and familiarity on office software

• Possess good command on both written and verbal communication

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- Handles Preparation and submission of PMS and Warranty Claims
- Preparation and submission of Field Technical Evaluation Report both for warranty

and non-warrantable cases

- Implementation of service and recall campaigns
- Monitor and follow-up warranty and PMS claims status and payment
- Handling of customer claims against product quality and workmanship defects
- Coordinate closely with service shop personnel matters related to customer claims

and repairs required to be undertaken

- Conduct 5S activity in the area of workplace
- Perform other task that may be assigned by superiors from time to time

BRANCH:

STA. ROSA

POSITION:

CASHIER DUTIES AND RESPONSIBILITIES

:

- Petty Cash Custodian
- Petty Cash Replenishments
- Cashiering (issue O.R, deposit daily collection, monitor passbook transactions, and

make daily collection report)

- Follow up Accounts Receivables from Banks and Insurances (forward billing

statements for insurance claims)

- Make payments and payment posting for SSS, Pag ibig and Philhealth

remittances

- Prepare Commissions (dealer incentive commission, unit commissions, accessories

commissions quota commissions and insurance commissions)

- Make transactional analysis for every unit sold/paid
- Make LTO requests and liquidations (monitor requirements for LTO registration

and monitor CSR request)

- Prepare daily service report / weekly for mancom / monthly for file reference
- Prepare IPC warranty claims monthly
- Monitor client's folders (to forward in Head Office for checking)
- Filing of documents
- Other task that may be assigned by the Management

BRANCH

:

STA. ROSA

POSITION:SERVICE ADVISOR

DUTIES AND RESPONSIBILITIES

:

• In charge of receiving and releasing of units

• Prepare repair order/job order form with complete customer information, job

requested, promise time and customer signature

• Inform customer on the status and cost of repair

• Seek approval of customer job done before unit's release

• Responsible for endorsing services offered by the dealership to increase profit

• Explain to the customer job done before unit's release

• Responsible for endorsing services offered by the dealership to increase profit

• In-charge of service collaterals such as seat, knob and steering wheel covers and

paper floor mat

• Prepare repair cost estimate