

# 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.

DUTIES AND RESPONSIBILITIES:

- 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

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

## BRANCH:

SAN PABLO AND STA. ROSA

## POSITION:

MARKETING ASSISTANT

## DUTIES AND RESPONSIBILITIES:

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

## objectives

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

## implementation

- &bull; To conduct market research in order to identify marketing activities and promo for

## the products

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

BRANCH

:  
LEGAZPI AND STA. ROSA

POSITION

## ADMIN STAFF DUTIES AND RESPONSIBILITIES

## SALES DEPARTMENT

- &bull; Prepares Sales Report, Inventory Report, Vehicle &ndash; Accounts Receivable Report,

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

and End Inventory Report.

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

## Gate Pass

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

Vehicle Delivery Receipt and Debit Credit Memorandum

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

## PERSONNEL DEPARTMENT

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

Health)

## ADMIN DEPARTMENT

- &bull; 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:

#### 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