



Executive Secretary/Service Writer

Tortola Auto Group, a leading auto dealership in the Virgin Islands, is seeking an enthusiastic Executive Secretary/Service Writer to join our team and provide administrative support to the Chief Operations Officer and other departmental tasks as required.

Main responsibilities to include:

- Provide overall support to the Chief Operations Officer and the Executive Management team;
- Maintains customer confidence and protects operations by keeping information confidential;
- Provides historical reference by developing and utilizing filing and retrieval systems;
- Managing and maintaining executives' schedules, appointments and travel arrangements;
- Arrange and co-ordinate meetings and events, preparing documents and presentations;
- Record, transcribe and distribute minutes of meetings;
- Update the Chief Operations Officer about appointments with various clients;
- Monitor, screen, respond to and distribute incoming communications;
- Answering incoming phone calls and responding to all enquiries;
- Receive and interact with incoming visitors;
- Liaise with internal staff at all levels;
- Facilitate company activities for employee engagement;
- Restock and maintain inventory of office supplies;
- Entering customer details and comments via the dealership management system;
- Scheduling appointments and following up with customers.
- Warranty claims processing.
- Other assigned duties.

Job skills and requirements:

- Listening and Communication Skills: The successful candidate will be expected to follow instruction from your supervisor, and your ability to understand those instructions with little or no follow up will be appreciated by the Chief Operations Officer.
- People/Interpersonal Skills: The successful candidate is expected to be the first line of communication between the Executive Manager Team and the outside world, potentially speaking with clients, other employees and other persons.
- Organizational Skills: The successful candidate will be relied upon to keep the Chief Operations Officer's working day in order by scheduling meetings, travel plans, billing, etc. and will require terrific organizational skills.
- You must be able to complete Service Advisor training
- Computer Skills: Writing emails, transcribing notes, faxing, copying, and creating spreadsheets or printing documents will be highly required.
- IT knowledge and administrative experience is a must.

The successful candidate must:

- Must have a minimum of 2 years working experience

- Minimum of an Associate's Degree with a GPA of 3.2 and above.
- Must have Grade 1 or 2 in CXC English & Math
- Customer orientation and ability to adapt/respond to different types of characters
- Ability to multi-task, prioritize, and manage time effectively
- Excellent communication and presentation skills
- Must be highly organized
- Be strongly compliant in PC software
- Bi-lingual in English and Spanish is a plus
- Driver's License will also be a plus
- Be willing to undertake Dealership Management Software & Service Advisor training

BVIlanders or Belongers preferred. Previous experience in a similar role is a plus. Please send resumé to the Chief Operations Officer, Tortola Auto Group, Slaney Point, Tortola PO 437 or via email info@tagbvi.com.

Closing date August 15, 2021

Accounts Clerk

Tortola Auto Group, one of the leading auto dealers in the BVI is currently seeking an **Accounts Clerk** to add their vision and drive to our team.

Accounting Clerk Job Responsibilities:

- Takes an active role in the update of the Accounts Receivable balances by constantly communicating with the customers, reminding for payments, updating the monitoring files, and coordinating with the other departments
- Supports accounting operations by recording transactions in the accounting system and filing of supporting documents
- Perform daily balancing of receipts for deposit
- Prepare, record, and file check disbursements and supporting documents
- Processing of various payables
- Protects organization's values by keeping information confidential
- Updates job knowledge by participating in educational opportunities
- Perform other tasks assigned from time to time

The successful candidate:

- Must be highly organized and self-driven
- Must be able to work under own initiative with minimal supervision
- Must have negotiation skills and good communication skills
- Must have a working knowledge of MS Office Tools (especially MS Excel)
- Have knowledge in accounting software (especially Quickbooks) an advantage
- Must have the ability to professionally and effectively communicate via oral and written communication with all levels internally and externally

- Be a secondary school graduate with a Certificate and an Associate Degree, preferably a graduate of or taking a course in Accounting or Finance related field

Additionally, we are looking for:

- Experience in working with a customer-oriented environment, preferably in customer follow-up and receivable collection
- Displays an analytical predisposition, highly proactive and dynamic
- Displays the willingness to learn and be trained
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BVI Islanders or Belongers preferred. Previous experience in a similar role is a plus. Please send resumé to the Chief Operations Officer, Tortola Auto Group, Slaney Point, Tortola PO 437 or via email info@tagbvi.com.

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