

Area Manager's Job Description

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MITSUKOSHI MOTORS PHILIPPINES, INC.
JOB DESCRIPTION

POSITION TITLE	: AREA MANAGER
DIVISION/DEPARTMENT	: OPERATIONS
LEVEL	: Manager
REPORTING LINE	
Reports to	: REGIONAL MANAGER MATRIXED TO THE EXECUTIVE OFFICER
Supervises	: Branch Managers
Internal Contact	: All Departments, Head Office
External Contact	: Customers, Government Agencies such as Barangay/LTO, Municipal/City Government/BIR and DTI

JOB OBJECTIVE:

Responsible for achieving the profitability goal and collections efficiency target of the areas assigned to him including overseeing other services being offered by the Company and provides direction and quality leadership in all assigned tasks while upholding the core values of the company.

DUTIES AND RESPONSIBILITIES	ACCOUNTABILITIES
1. Administrative	<p>1.1 Ensures that the Branch Manager monitors the strict implementation of company rules and regulation of the following:</p> <p>1.1.1 Safeguarding of branch assets (e.g spare parts, brand new, reconditioned and repossessed unit)</p> <p>1.1.2 Proper maintenance and usage of facilities equipment (mechanic's tools, furniture and fixtures, computers etc.)</p> <p>1.1.3 Good housekeeping (maintain orderliness of the area to ensure systematic flow of work)</p> <p>1.1.4 Safety and security control measures in consonance with the security standards (safekeeping of branch keys)</p> <p>1.1.5 Stocks Inventory (conduct physical count of stocks inventory on a regular basis to check accuracy of reports prior to transmittal to head office and practicing FIFO system)</p> <p>1.1.6 Timekeeping related matter of their personnel e.g leave, overtime, daily time records, administrative cases and reprimands on all erring employees.</p> <p>1.1.7 Ensure that the branch personnel practiced telephone etiquette, company spiels.</p> <p>1.1.8 Ensure that the branch practice an organize filing system such as but not limited to:</p> <p>1.1.8.1 Loan Folders</p> <p>1.1.8.2 Accountable Forms/ other Branch Related Forms</p> <p>1.1.8.3 Motorcycle Plates and Registration (OR/CR)</p> <p>1.1.8.4 Logbooks</p> <p>1.1.9 Monitoring the following:</p> <p>1.1.9.1 Company established funds (Petty Cash Fund and Change Fund)</p> <p>1.1.9.2 Branch Collections</p> <p>1.1.9.3 LTO and other special funds</p> <p>1.1.9.4 Receivable portfolio</p>
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	<p>1.1.9.5 Reports ; ensuring the following;</p> <p>3.1.4.5.1 Accuracy</p> <p>3.1.4.5.2 Timeliness and Reliability</p> <p>1.2 Conducts cash count upon branch visit</p> <p>1.2.1 Branch un-deposited collections and company's established funds</p> <p>1.3 Oversees manning requirement in the area (hiring and training of personnel)</p> <p>1.3.1 Responsible for interviewing, hiring and training employee to equip and improve their skills needed for the job.</p> <p>1.3.2 Accountable for planning, assigning of employees in the area level</p> <p>1.3.3 Directing works, appraising performance and disciplining employees in the area</p> <p>1.3.4 Ensuring that the appraisals are fair and without bias.</p> <p>1.3.5 Providing leadership on a daily basis to employees within the areas</p> <p>1.4 Initiates new ideas in connection with the branches;</p> <p>1.4.1 Finds new methods or techniques on sales, credit and collections in order to improve the performance of the Area.</p> <p>1.4.2 Keeps on improving and enhancing his abilities, through continuing self-education.</p> <p>1.4.3 Provides opportunity with his subordinates to improve and enhance their own talents and abilities.</p> <p>1.5 Motivates Branch Managers and other branch personnel to elicit maximum productivity</p> <p>1.5.1 Conducts periodic meeting with subordinates to resolve any concerns if there are any.</p> <p>1.5.2 Ensures that his subordinates can always depend on him to do his assignments properly</p> <p>1.6 Monitors the expense of the area to maximize profitability;</p> <p>1.6.1 Reviews expenses of each branch</p> <p>1.6.2 Assures that only legitimate expenses are disbursed in order to avoid excessive expenses</p> <p>1.6.3 Adapts efficiency measures to maximize resources.</p> <p>1.7 Maintains harmonious relationship with government agencies and other department by complying in all the requirements on time and ensuring their accuracy.</p> <p>1.8 Maintains a good image of the Company in the community at all times.</p> <p>1.9 Ensures that he and his subordinate clearly understood and captures the essence the Vision and Mission of the company.</p> <p>1.10 Ensures that all branch employees manifest the company's core values.</p> <p>1.11 Performs other related task and function that may be assigned by the Regional Manager/top management from time to time.</p>
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<p>2. Repossessed Inventory Management</p>	<p>2.1 Monitors repossession in the area at the barest minimum level (less than 5 Repo Units per branch).</p> <p>2.2 Monitor and ensure that all repossessed units are</p> <p>2.2.1 Included in the approved Repo Action Plan</p> <p>2.2.2 Covered with Pull Out Order and Repo Checklist</p> <p>2.2.3 Refurbished and reconditioned</p> <p>2.2.4 Free from unfriendly elements such as:</p> <p>2.2.4.1 Theft and cannibalization</p> <p>2.2.4.2 Exposure from harmful environment conditions.</p> <p>2.3 Maintain daily and monthly repo inventory report of the area</p> <p>2.4 Repossessed Units must be disposed within a month according to:</p> <p>2.5.1 Book Value</p> <p>2.5.2 Approved Classification/Reclassification</p> <p>2.5.3 Approved Appraisal Price</p> <p>2.5 Conducts appraisal of repossessed unit at reasonable disposable value.</p>
<p>3. Credit and Collection Operations</p>	<p>3.1 Ensures that all Branch Managers are;</p> <p>3.1.1 Evaluating all the releases of the Branch assigned to him to ensure that only quality notes are being accommodated by the branches.</p> <p>3.1.2 Monitoring the Branch on following up branch accounts through personal visit to the customer and adopting other collection tools such as sending of collection letters/reminders and maintaining collection logbooks for their account counselors.</p> <p>3.1.3 Ensuring that the branches are conducting 100% unit verification on installment sales that is not earlier than seven (7) days but not later than twenty (20) days after delivery of motorcycle to the customer.</p> <p>3.2 Chairs/ conducts investigation on problem accounts and formulates action plans when necessary.</p> <p>3.3 Ensures accuracy and reliability of areas' accounts receivables records.</p> <p>3.4.1 Ensures posting on the customer ledger cards and customer field cards are up to date and regular reconciliation is made</p> <p>3.4.2 Ensures that the number of accounts per branch records tallies with customer cards/field visit cards by requiring the Area Manager to check that the branches are conducting regular reconciliation.</p> <p>3.4 Coaches and counsels personnel to improve their performance, to maximize productivity and correct any deficiency in the area.</p> <p>3.5 Reviews and suggests collection strategies to minimize bad accounts in order to prevent losses in the area.</p>
<p>4.1 Sales</p>	<p>4.1 Ensures the implementation of sales plan to meet area sales target (daily, weekly, monthly, quarterly, semi-annually and annual basis)</p> <p>4.2 Conducts review of all day-to-day activities of Company's area business regarding sales, brand new and repossessed units.</p> <p>4.3 Prepares a comparative sales performance of the area for at least 2 years/per month/brand/model</p> <p>4.4 Prepares marketing plan to achieve projected sales and ensures that quota are made consistently;</p> <p>4.4.1 Conducts regular market survey on the area and competitors</p>

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	<p>activities and submits recommendation to the top management on a quarterly basis or as required by the top management and/or as need arise.</p> <p>4.4.2 Conducts SWOT Analysis (Strength, Weaknesses, Opportunities and Threats)</p> <p>4.4.3 Develop strategies to improve/increase sales in the area</p> <p>4.4.4 Appraises Branch Managers performances and ensures their adherence to Company's established procedures and policies. Reports progress and results to management.</p> <p>4.5 Ensures that the Branch Managers monitor their stocks on hand, brand new units are available to prospective customers and that repossessed are maintaining a minimum inventory level.</p> <p>4.6 Establishes proper contacts regarding competitor's activities and market trends and reports to the management any important information that may affect the decision making of the senior management.</p> <p>4.7 Ensures that the good customer services are being practiced; that is before, during and after sales, in his area.</p> <p>4.7.1 Customer's Inquiries</p> <p>4.7.2 Prompt response to customer's needs</p> <p>4.7.3 Customer's complaints</p> <p>4.8 Ensures that SPICE principles of the company are being observed;</p> <p>4.9.1 Smile</p> <p>4.9.2 Prompt</p> <p>4.9.3 Initiative</p> <p>4.9.4 Courtesy</p> <p>4.9.5 Efficiency</p>
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Branch Manager's Job Description

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POSITION TITLE	:	BRANCH MANAGER/OFFICER IN CHARGE
DIVISION/DEPARTMENT	:	OPERATIONS
LEVEL	:	MANAGER
REPORTING LINE		
Reports to	:	AREA MANAGER
Supervises	:	All Branch Personnel
Internal Contact	:	All Departments, Head Office
External Contact	:	Customers Government Agencies such as LTO, Municipal/City Government/BIR and DTI

JOB OBJECTIVE:

Responsible for achieving the profitability goal and collections efficiency target of the areas assigned to him including overseeing other services being offered by the Company and provides direction and quality leadership in all assigned tasks while upholding the core values of the company.

DUTIES AND RESPONSIBILITIES	ACCOUNTABILITIES
1. Administrative	<p>1.1 Monitors the strict implementation of company rules and regulations on the following;</p> <p>1.1.1 Safeguarding of branch assets (e.g spare parts, brand new, reconditioned and repossessed unit)</p> <p>1.1.2 Proper maintenance and use of facilities equipment</p> <p>1.1.3 Good housekeeping (maintains orderliness of the area to ensure systematic flow of work)</p> <p>1.1.4 Safety and security control measures in consonance with the security standards e.g. dual responsibilities on branch keys with branch manager and cashier</p> <p>1.1.5 Conducts physical count of stocks inventory regularly, upon opening and before closing of the branch; and reconciles on hand inventory and per branch records</p> <p>1.1.6 Ensures that the branch personnel practiced telephone etiquette, e.g. company spiels</p> <p>1.2 Handles timekeeping related matter of branch personnel e.g. leave, overtime, daily time records, administrative cases and reprimands of all erring employees;</p> <p>1.2.1 Approves/disapproves leave of absences.</p> <p>1.2.2 Recommends overtime work and disciplinary actions against branch personnel</p> <p>1.3 Handles manning requirements of the branch (hiring, transfer and training of personnel;</p> <p>1.4 Screens applicant and provides HRD chooses to fill in the position</p> <p>1.5 Ensures that back ground investigation are submitted to the HR Department on the required time</p> <p>1.6 Appraises performance of his subordinates on a periodic basis which must be fair and without bias</p> <p>1.7 Initiates new ideas in connection with the branch;</p> <p>1.7.1 Finds new methods or techniques on sales/credit and collections in order to improve branch performance.</p> <p>1.7.2 Improves and enhances his abilities, through continuing</p>

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	<p>self-education</p> <p>1.7.3 Provides opportunity with his subordinates to improve and enhance their own talents and abilities</p> <p>1.8 Monitors expenses of the branch in order to maximize profitability;</p> <p>1.8.1 reviews expenses incurred by the branch</p> <p>1.8.2 ensures that only legitimate expenses are disbursed</p> <p>1.8.3 avoids unnecessary and exorbitant expenses; and reduces branch expenses to a minimum</p> <p>1.9 Motivates credit supervisor and other branch personnel to elicit maximum productivity;</p> <p>1.9.1 conducts a periodic meeting with subordinates to thresh out problems in the branch</p> <p>1.9.2 ensures that his subordinates can always depend on him to do his assignments properly</p> <p>1.10 Maintains a good image of the Company in the community at all times.</p> <p>1.11 Ensures that he and his subordinate clearly understood and captures the essence the Vision and Mission of the company.</p> <p>1.12 Ensures that all branch employees manifest the company's core values.</p> <p>1.13 Performs other related task and function that may be assigned by the area manager/top management from time to time.</p>
2. Repossessed Inventory Management	<p>2.1 Maintains repossession at the barest minimum level (less than 5 Repo Units).</p> <p>2.2 Ensure that all repossessed units are</p> <p>2.2.1 Included in the approved Repo Action Plan</p> <p>2.2.2 Covered with Pull Out Order and Repo Checklist</p> <p>2.2.3 Refurbished and reconditioned</p> <p>2.2.4 Free from unfriendly elements such as:</p> <p>2.2.4.1 Theft and cannibalization</p> <p>2.2.4.2 Exposure from harmful environment conditions.</p> <p>2.3 Maintain daily and monthly repo inventory report</p> <p>2.4 Submit monthly Repossessed Inventory Report with stencil to Accounting Department or as required by the management.</p> <p>2.5 Repossessed Units must be disposed within a month according to:</p> <p>2.5.1 Book Value</p> <p>2.5.2 Approved Classification/Reclassification</p> <p>2.5.3 Approved Appraisal Price</p>
3. Credit and Collection	<p>3.1 Reviews or evaluates credit decisions made by credit supervisor and all the recommendations endorsed by the account counselors before approval or disapproval of credit application and resolves all pending credit application within reasonable time with the credit supervisor.</p> <p>3.2 Monitors collection efficiency of the branch;</p> <p>3.2.1 Ensures that account counselor are following up all accounts assigned to them through personal visit to the customer and through other collection tools such as collection letters and reminders</p> <p>3.2.2 Monitors branch delinquency and financed receivables</p>

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	<p>aging</p> <p>3.2.2.1 Avoids items in litigation</p> <p>3.3 Ensures the 100% unit verification on installment sales has been made by the account counselor;</p> <p>3.3.1 Ensures that unit verification are made not earlier than seven (7) days but not later than twenty (20) days after delivery of motorcycle to the customer</p> <p>3.3.2 Ensures that unit verification are done discreetly so as not to affect our relationship with the customer</p> <p>3.4 Chairs and conducts investigation on problem accounts;</p> <p>3.4.1 Formulates action plans when necessary</p> <p>3.4.2 Reviews and suggests collection strategy to rehabilitate bad accounts to prevent losses</p> <p>3.5 Monitors proper maintenance of financed receivables records;</p> <p>3.5.1 Ensures reliability of records in the branch</p> <p>3.5.2 Ensures that posting in the customer ledger cards and customer's field cards are up to date and reconcile regularly</p> <p>3.5.3 Ensures that the number of accounts per branch records tallies with actual customer cards</p> <p>3.5.4 Accounts for any missing customer/field card and reconstructs the same</p> <p>3.5.5 Ensures that all loan portfolios are complete with supporting documents e.g. precautionary and financing documents.</p> <p>3.6 Coaches and counsels personnel to improve its performance, to maximize productivity and/or correct any deficiency</p> <p>3.7 counsels customer to arrive at win-win situation</p> <p>3.8 Reviews and suggests collection strategy to rehabilitate bad accounts to prevent losses</p> <p>3.9 Updates monitoring tools to establish its accuracy and reliability. In addition, makes it accessible to authorize user. The following tools are:</p> <p>3.9.1 Daily Sales and Collection</p> <p>3.9.2 Unit Verification (first encounter)</p> <p>3.9.3 Daily Collection Monitoring</p> <p>3.9.4 Final Maneuver</p> <p>3.9.5 Repo Action Plan</p> <p>3.9.6 NP Action Plan</p> <p>3.9.7 Assumption/Accommodation Report</p> <p>3.9.8 Remedial Reclassification Report</p> <p>3.9.9 Customer Field's Card</p> <p>3.9.10 Aging Report</p> <p>3.10 Ensures proper cash handling of branch collections and other company funds;</p> <p>3.10.1 Ensures that all field collections have been properly turned over to the cashier or deposited to depository banks</p> <p>3.10.2 Ensures that all office and field collections have been deposited intact to the depository banks on the same day or next banking day or as required by the treasury</p>
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	<p>3.10.3 Monitors the following:</p> <p>3.10.3.1 company established funds (petty cash, LTO and other special funds)</p> <p>3.10.3.2 branch collections (deposited, un-deposited and delayed deposit of collections)</p> <p>3.10.4 Conducts daily cash count of branch un-deposited collections and other company established funds</p>
4. Sales	<p>4.1 Ensures the implementation of sales plan to meet sales target (daily, weekly, monthly, quarterly, semi-annually and annual basis)</p> <p>4.2 Reviews the branch sales territories to determine which area should be allowed installment basis; where to be cautious and where to concentrate or focus branch operation</p> <p>4.3 Prepares a comparative branch sales performance for at least 2 years/per month/brand/model</p> <p>4.4 Prepares marketing plan to achieve projected sales increase and makes quota consistently;</p> <p>4.4.1 Conducts regular market survey of the branches/competitors and submits recommendation to the area manager on a quarterly basis required by the top management and/or as the need arises</p> <p>4.4.2 Undertakes steps to improve/increase walk-in sales</p> <p>4.4.3 Monitors branch customer inquiry and ensures that credit applications were acted promptly</p> <p>4.4.4 Ensures that all pertinent information in the credit application form (CAF) were properly filled out</p> <p>4.5 Monitors the inventory units on hand;</p> <p>4.5.1 Ensures proper handling of inventory units, brand new, repossessed, deposited and reconditioned motorcycle units</p> <p>4.5.2 determines non-moving and fast moving inventory</p> <p>4.5.2.1 Requests transfer of non-moving inventory to a branch where it can be sold</p> <p>4.5.2.2 Recommends sales promotion to dispose non-moving inventory</p> <p>4.5.2.3 Practices first-in and first out (FIFO) system in releasing inventory</p> <p>4.6 Maintains responsibility in saving the sales.</p> <p>4.7 Reviews and suggests marketing strategy to minimize bad accounts in order to prevent losses.</p> <p>4.8 Keeps abreast with the competitor's activities, pertinent information in the economic, political and, peace and order situation in the area;</p> <p>4.8.1 Conducts benchmarking and establishes contacts to update the management in the situation in the field and aids them in the decision making</p> <p>4.8.2 Ensures that necessary and pertinent information are reported to the area manager</p> <p>4.9 Maintains harmonious relationship with government agencies, and other departments and branches by complying with all the requirements in time and ensures its accuracy;</p>

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	<p>4.9.1 Ensures timely submission of all LTO requirements to facilitate release of plates and registrations of motorcycle sold by the branch</p> <p>4.9.2 Ensures compliance with all government requirements e.g. registration and business permit.</p> <p>4.10 Ensures accuracy and timeliness of reports required of the branch, by area manager and head office</p> <p>4.11 Ensures that the good customer services are being practiced;</p> <p>4.11.1 Before, during and after sales</p> <p>4.11.2 Handles customer's complain discreetly</p>
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Credit Supervisor's Job Description

MITSUKOSHI MOTORS PHILIPPINES, INC. JOB DESCRIPTION

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POSITION TITLE	: CREDIT SUPERVISOR
DIVISION/DEPARTMENT	: OPERATIONS
LEVEL	: SUPERVISOR
REPORTING LINE	
Reports to	: BRANCH MANAGER
Supervises	: Account Counselor
Internal Contact	: All Departments and branches
External Contact	: Customers
	current/previous employer/business associate/family member/neighbors/barangay

JOB OBJECTIVE:

Responsible for branch generation of good quality notes with high probability of collections, reducing delinquency of the branch and maintaining high collection efficiency of the branch receivable portfolio.

DUTIES AND RESPONSIBILITIES	ACCOUNTABILITIES
1. Administrative	1.1 Initiates new ideas in connection with branch operation and finds new methods or techniques on collections in order to improve branch operations; 1.1.1 Finds new methods or techniques on credit and collections in order to improve the branch performance 1.1.2 Improves and enhances his abilities, through continuing self-education 1.1.3 Provides opportunity with his subordinates to improve and enhance their own talents and abilities 1.2 Observes the following: 1.2.1 good housekeeping (maintains orderliness of the area to ensure systematic flow of work) 1.2.2 safety and security control measures in consonance with the security standards 1.2.3 timekeeping related matter of his subordinates e.g. leave, overtime, daily time records, administrative cases 1.2.4 telephone etiquette e.g. companies spiels 1.3 Monitors proper maintenance of service motorcycle assigned to the account counselors; 1.3.1 Ensures that all account counselors have a valid driver's license and have restriction number 1 1.3.2 Ensures that service motorcycle assigned to account counselor was registered 1.3.3 Ensures that all his subordinates undertakes the value of safety driving 1.4 Motivates account counselors to elicit maximum productivity; 1.4.1 Conducts a periodic meeting with account counselors to thresh out problems in the branch 1.4.2 Ensures that his subordinates can always depend on him to do his assignments properly. 1.5 Monitors expenses of his subordinates in order to maximize profitability;

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	<ul style="list-style-type: none"> 1.5.1 Reviews expenses incurred by the account counselors 1.5.2 Ensures that only legitimate expenses are disbursed 1.5.3 Avoids unnecessary and exorbitant expenses and reduces branch expenses to a minimum 1.6 Maintains harmonious relationship with other departments and branches by complying with all the requirements in time and ensures its accuracy. 1.7 Maintains a good image of the Company in the community at all times. 1.8 Ensures that he and his subordinate clearly understood and captures the essence the Vision and Mission of the company. 1.9 Ensures that all branch employees manifest the company's core values. 1.10 Performs other related task and function that may be assigned by the Branch Manager/top management from time to time.
2. Repossessed Inventory Management	<ul style="list-style-type: none"> 2.1 Ensures that deposited and repossessed motorcycle units were properly documented and surrendered to the branch <ul style="list-style-type: none"> 2.1.1 Obtains explanation on repossession not included in the repo action plan 2.1.2 Ensures that repossessed and deposited motorcycle units were secured and protected from elements 2.1.3 Reports any irregularities therein
3. Collections	<ul style="list-style-type: none"> 3.1 Monitors the performance of the account counselor; <ul style="list-style-type: none"> 3.1.1 Reviews the daily collection list/daily itinerary report before and after field work of the account counselor 3.1.2 Ensures that account counselor are following up all accounts assigned to him through personal visit to the customer and through other collection tools such as collection letters and reminders 3.1.3 Coaches and counsels personnel to improve or correct any deficiency 3.1.4 Discusses with account counselor their performance 3.2 Monitors collection efficiency of the branch <ul style="list-style-type: none"> 3.2.1 Monitors branch delinquency and financed receivable aging 3.2.2 Maintains repossession at the barest minimum level 3.2.3 Avoids items in litigation 3.3 Chairs and conducts investigation on problem accounts and formulates action plans when necessary 3.4 Coordinates and assist the account counselor in the investigation of problem accounts <ul style="list-style-type: none"> 3.4.1 Discusses, formulates and implements action plans 3.4.2 Submits summary reports to the management 3.5 Conducts field work on problematic accounts and pressures delinquent customers to update or settle their obligation <ul style="list-style-type: none"> 3.5.1 Checks and conducts customers visit to resolve problematic account 3.6 Updates monitoring tools to establish its accuracy and reliability. In addition, this must be accessible to authorize user. The following tools are: <ul style="list-style-type: none"> 3.6.1 Daily Sales and Collection (Weekly Collection – Account Counselor Monthly Report)

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	<ul style="list-style-type: none"> 3.6.2 First Encounter 3.6.3 Daily Collection Monitoring 3.6.4 Final Maneuver 3.6.5 Repo Action Plan 3.6.6 NP Action Plan 3.6.7 Assumption/Accommodation 3.6.8 Remedial Accounts 3.6.9 Customer Field Card 3.6.10 Aging Report <p>3.7 Ensures that only justifiable accounts are being endorsed to remedial accounts;</p> <ul style="list-style-type: none"> 3.7.1 Checks financial and living condition of the customers and co-maker 3.7.2 Checks physical condition of financed motorcycle unit 3.7.3 Files formal complain to barangay where the customer lives <p>3.8 Ensures that only justifiable accounts are being endorsed for filing of legal case;</p> <ul style="list-style-type: none"> 3.8.1 Checks financial condition of the customer and co-maker to avoid empty winning. 3.8.2 Coordinates with legal counsel and follow-ups with court and sheriff for the immediate resolution of the case filed against delinquent customer. <p>3.9 Ensures that the account counselors have evaluated missing and insolvent customers;</p> <ul style="list-style-type: none"> 3.9.1 Ensures that the account counselor maintained personal logbook or notebook to monitor customer's accounts and collection performance. 3.9.2 Carries out skip-tracing procedures for missing accounts and verifies financial condition of reported insolvent customers <p>3.10 Monitors proper maintenance of accounts receivable records;</p> <ul style="list-style-type: none"> 3.10.1 Ensures reliability of records in the branch 3.10.2 Ensures the posting on the customer's ledger cards and customer's field cards are up to date and makes regular reconciliation <p>3.11 Monitors proper cash handling of branch field collections and ensures that all field collections have been properly turned over to the cashier or deposited to depository banks</p>
4. Sales	<p>4.1 Reviews credit reports endorsed by the account counselor and ensures that;</p> <ul style="list-style-type: none"> 4.1.1 Approves only quality notes 4.1.2 Reviews and evaluates all credit report's recommendation thoroughly before approving or disapproving a credit application 4.1.3 Ensures compliance with company's established credit standards <p>4.2 Monitors the credit application endorsed by the branch;</p> <ul style="list-style-type: none"> 4.2.1 Ensures the completion of credit investigation report within four (4) hours from the time the application is received depending on the distance and travel time 4.2.2 Reviews credit application form control register regularly for any pending application

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	<p>4.2.3 Resolves all pending credit application within reasonable time</p> <p>4.2.4 Monitors and analyzes credit approval rating of the branch</p> <p>4.3 Ensures reliability and accuracy of credit report.</p> <p>4.3.1 Maintains responsibility in saving the sale.</p> <p>4.4 Reviews the branch credit territories to determine which area should be allowed installment basis; where to be cautious and where to concentrate or focus branch operations.</p> <p>4.5 Keeps abreast with the competitor's activities, pertinent information in the economic, political and, peace and order situation in the area;</p> <p>4.5.1 Conducts benchmarking and establishes contacts to update the management in the situation in the field and aids them in the decision making</p> <p>4.5.2 Ensures that necessary and pertinent information are reported to the area manager</p> <p>4.6 Ensures that the good customer service are being practiced;</p> <p>4.6.1 Before, during and after sale</p> <p>4.6.2 Handles customer's complain discreetly</p> <p>4.6.2.1 Counsels customer to arrive at win-win situation</p>
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Cashier/Assistant Cashier's Job Description

MITSUKOSHI MOTORS PHILIPPINES, INC.

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JOB DESCRIPTION

POSITION TITLE	:	CASHIER / ASST. CASHIER
DIVISION/DEPARTMENT	:	OPERATIONS
LEVEL	:	RANK AND FILE
REPORTING LINE		
Reports to	:	BRANCH MANAGER/TREASURY MANAGER
Supervises	:	None
Internal Contact	:	All Departments
External Contact	:	Customers, Banks and Suppliers

JOB OBJECTIVE:

Responsible for the safekeeping and depositing of office and field collections on time, proper management of branch funds and ensure the timeliness and accuracy of the branch reports to be submitted to head office.

DUTIES AND RESPONSIBILITIES	ACCOUNTABILITIES
1. Administrative	1.2 Encoding of all daily branch transactions such as but not limited to: 1.2.1 Daily Time Record 1.2.2 Daily Transactions as it occurs 1.3 Prepare Daily ARCS Report 1.4 Conduct daily billing. 1.5 Submit and transmits data to head office 1.5.1 Daily 1.5.1.1 DPR Attachments (as scheduled) 1.5.1.2 Cash Flow Form (as scheduled) 1.5.2 Bi-Monthly 1.5.2.1 Petty Cash Voucher and Attachment (a day after cut off) 1.5.3 Monthly 1.5.3.1 Inventory Report with stencil 1.5.3.2 Spare Parts Inventory Report 1.6 Proper maintenance of Accountable forms: 1.6.1 Accountable Forms Control Logbook 1.6.2 Return of used accountable forms to DPR Section 1.6.3 Ensure progressive usage or series of Accountable forms; that is from lower to higher one. 1.6.4 Ensures that form inventory levels are properly monitored and requisitions are made on time so as not to hamper branch operations Maintain sufficient inventory of Accountable Form. 1.7 Prepares correspondences or communications being sent by the branch and ensures its timeliness, correctness and accuracy. 1.8 Initiates new ideas in connection with branch cash management system and finds new methods or techniques on cash handling in order to protect branch collections 1.9 Observes the following: 1.9.1 Good housekeeping (maintain orderliness of the area to ensure systematic flow of work e.g. computer) 1.9.2 Safety and security control measures in consonance with

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	<p>the security standards e.g. dual responsibilities on branch keys with branch manager</p> <p>1.9.3 Timekeeping related matter of the branch personnel e.g. leave , overtime, daily time records, administrative cases</p> <p>1.9.4 Ensures that the branch personnel practiced telephone etiquette e.g. companies spiels.</p> <p>1.10 Maintains harmonious relationship with other departments and branches;</p> <p>1.10.1 Complies with all the requirements in time and ensure its accuracy</p> <p>1.10.2 Assists and helps other departments and branches on their request</p> <p>1.11 Maintains good image of the Company in the community at all times.</p> <p>1.12 Ensures clear understanding and captures the essence the Vision and Mission of the company.</p> <p>1.13 Manifests the company's core values.</p> <p>1.14 Performs other related task and function that may be assigned by the Branch Manager /top management from time to time.</p>		
2. Repo Management	<p>2.1 Submit monthly Repossessed Inventory Report with stencil to Accounting Department or as required by the management.</p> <p>2.2 Assist Branch Manager in maintaining records of repossessed units:</p> <p>2.2.1 Book Value</p> <p>2.2.2 Approved Classification/Reclassification</p> <p>2.2.3 Approved Appraisal Price</p>		
3. Credit and Collection	<p>3.1 Caters to all office paying customers and ensures the following;</p> <p>3.1.1 Covers all office payments with official receipt and provides customer with his/her copy</p> <p>3.1.2 Writes all entries in the official receipt legibly</p> <p>3.1.3 Issues official receipts in series and observes rule of homogeneity</p> <p>3.1.4 Reports all inter-branch collection to head office and concerned branch</p> <p>3.1.5 Posts and recognizes all inter-branch payments in the branch records</p> <p>3.1.6 Maintains inter-branch collection logbook</p> <p>3.1.7 Counsel customer to arrive at win-win situation</p> <p>3.2 Maintains un-deposited collection (UD) logbook and ensures that the un-deposited amount was deposited before 9:30 am of the next banking day</p> <p>3.3 Ensures that only authorized personnel are making the branch deposits;</p> <p>3.3.1 Marketing Assistant</p> <p>3.3.2 Liaison Staff</p> <p>3.3.3 Credit Supervisor</p> <p>3.3.4 Branch Manager</p> <p>3.3.5 Account Counselor</p> <p>3.3.6 Area Manager</p> <p>3.4 Assists the branch manager (BM) and credit supervisor (CS) in solving or finding solution to problem accounts of the branch</p>		
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	<p>and ensures that ;</p> <p>3.4.1 Delinquent accounts paying to the branch were referred to the BM or CS so that necessary pressure can be applied to bring the accounts to current status</p> <p>3.4.2 Status of the customer is checked before approving any job order and refers any delinquent accounts to BM or CS so that necessary pressure can be applied to bring the accounts to current status</p> <p>3.5 Receives and accounts for all field collections;</p> <p>3.5.1 Ensures that all field collections are turned-over and properly acknowledged from the account counselor</p> <p>3.5.2 Ensures that account counselor's official receipt booklets are cut-off and the same have been surrendered for safekeeping after field work</p> <p>3.5.3 Ensures safety of official receipt booklet surrendered by the account counselor</p> <p>3.6 Ensures proper maintenance of company established funds e.g. petty cash fund, LTO fund and other special fund.</p> <p>3.6.1 Reviews and checks PCF voucher before forwarding to branch manager for approval</p> <p>3.6.2 Ensures that only legitimate and duly expenses are disbursed</p> <p>3.6.3 Ensures that all disbursements from the funds were properly approved by the authorized officer</p> <p>3.7 Maintains customer ledger cards (CLC) to record and account for all payments made by the customers;</p> <p>3.7.1 Posts all payments made by the customers in the ledger cards</p> <p>3.7.2 Ensures safety of the CLCs</p> <p>3.7.3 Maintains efficiency in filing system of branch records</p> <p>3.7.4 Ensures that only authorized personnel have access on the CLCs</p> <p>3.7.5 Ensures proper maintenance of CLCs to establish reliability and accuracy of branch records;</p> <p>3.8 Ensures that regular reconciliation are done to establish accuracy and reliability of branch records</p> <p>3.8.1 branch aging vis-à-vis customer ledger cards</p> <p>3.8.2 branch aging vis-à-vis customer's field cards</p> <p>3.8.3 branch aging vis-à-vis accounting aging</p> <p>3.9 Ensures that the number of accounts per branch records tallies with actual customers cards</p> <p>3.9.1 Accounts for any missing or unaccounted customer cards</p> <p>3.9.2 Reconstructs missing or unaccounted customers cards</p> <p>3.10 Secures and accounts for all current and post dated checks received from the customers and ensures the following;</p> <p>3.10.1 Covers all checks received by the branch with Acknowledgment Receipt of Cheques</p> <p>3.10.2 Indicates customer's name and account number in the back of check</p> <p>3.10.3 Deposits all checks in the branch depository bank/s when due</p>
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	3.10.4 Issues official receipt (OR) on all cleared checks 3.10.5 Forwards all bounced checks to Account Counselor for immediate collection follow-up 3.10.6 Monitors all check received by the branch and records in a control logbook
4. Sales	4.1 Ensure complete documentation of Sales 4.2 Maintains an orderly system in handling inventories under her accountability; 4.2.1 Ensures proper handling of inventories under her accountabilities 4.2.2 Practices first-in and out (FIFO) system in releasing inventory 4.3 Ensures that the good customer service are being practiced; 13.1 before, during and after sales 13.2 handles customer's complain discreetly

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Account Counselor's Job Description

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MITSUKOSHI MOTORS PHILIPPINES, INC.
JOB DESCRIPTION

POSITION TITLE	: ACCOUNT COUNSELOR
DIVISION/DEPARTMENT	: OPERATIONS
LEVEL	: RANK AND FILE
REPORTING LINE	
Reports to	: CREDIT SUPERVISOR AND/OR BRANCH MANAGER
Supervises	: None
Internal Contact	: All Departments, Head Office
External Contact	: Customers current/previous employer/business associate/family member/neighbors/barangay

JOB OBJECTIVE :

Responsible for the investigation and establishing the credit worthiness of all credit applications received by the branch on installment sales and in the reduction of delinquency and maintaining high efficiency of branch collections.

DUTIES AND RESPONSIBILITIES	ACCOUNTABILITIES
1. Administrative	1.1 Initiates new ideas in connection with the branch; 1.1.1 Finds new methods or techniques on sales/credit and collections in order to improve the branch performance 1.1.2 Improves and enhances his abilities, through continuing self-education 1.2 Maintains harmonious relationship with other departments and branches; 1.2.1 Complies with other departments and branches requirements in time and ensures its accuracy 1.2.2 Assists and helps other departments and branches on their request 1.3 Observes the following: 1.3.1 Good housekeeping (maintains orderliness of the area to ensure systematic flow of work) 1.3.2 Safety and security control measures in consonance with the security standards e.g. defensive driving 1.3.3 Timekeeping related matter e.g. leave , overtime, daily time records 1.3.4 Telephone etiquette e.g. company spiels 1.4 Maintains good image of the Company in the community at all times. 1.5 Ensures clear understanding and captures the essence the Vision and Mission of the company. 1.6 Manifests the company's core values. 1.7 Performs other related task and function that may be assigned by the Branch Manager/top management from time to time.

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2. Repossessed Inventory Management	2.1 Prepare and submit Repo Action Plan. 2.2 Ensure that all repossessed units are: 2.2.1 Covered by approved Repo Action Plan 2.2.2 Covered by Pull Out Order and Repo Checklist 2.2.2.1 Pull Out Order must be duly acknowledged by the customer. 2.2.3 Check condition and any missing part of the repossessed unit. 2.3 Surrender the repossessed unit to the branch as pulled out from the customer.
3. Credit and Collection	3.1 Undertakes field works on all accounts assigned to him and resolve/counsel all delinquent customers to update/settle their obligations. 3.2 Plans daily field work by preparing the following; 3.2.1 Daily collection list/daily itinerary report 3.2.2 Customer index cards/customer's field cards 3.2.3 Aging report per account counselor 3.3 Maintains personal logbook or notebook to monitor customer accounts and collection 3.4 Monitors all accounts assigned to him through personal visit to the customer and through other collections tools such as collection letters and reminders. 3.4.1 Formulates plans and carries out necessary actions to trim down delinquent accounts and improve their collections efficiency 3.4.2 Resolves all delinquent accounts in the shortest possible time 3.4.3 Conducts immediate follow up when customer failed to pay on his due date 3.5 Turns over field collections to the cashier or deposits the same to depository banks; 3.5.1 Ensures that official receipts have been issued to all field collections and have been turned over to company's coffer 3.5.2 Turns over unused official receipt booklet to cashier after field work
4. Sales	4.1 Ensures that only good quality notes shall be financed by the company with high percentage of collectivity; 4.1.1 ensures that his recommendation is based on factual evidence or documents known to him, which if not revealed,could either distort his credit report and its reliability or effect the interest of the company 4.1.2 ensures reliability and accuracy of credit report 4.1.3 ensures compliance with company's established credit standards 4.2 Completes credit investigation within four (4) hours from the time the application is received or depending on the distance and travel. 4.2.1 resolves all pending credit application within reasonable time

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	<p>4.2.2 maintains responsibility in savings the sale</p> <p>4.3 Reviews area of responsibility and recommends where to concentrate or focus branch operations.</p> <p>4.4 Assist in Marketing Activities of the branch such as:</p> <p>4.4.1 Leafleting</p> <p>4.4.2 House to House</p> <p>4.4.3 Caravan</p> <p>4.4.4 Other Marketing Activities as required</p> <p>4.5 Promote company products through referral.</p> <p>4.6 Keeps abreast with the competitor's activities, pertinent information in the economic, political and; peace and order situation in the area;</p> <p>4.6.1 Conducts benchmarking and establishes contacts to updates the management in the situation in the field and aid them in the decision making</p> <p>4.6.2 Ensures that necessary and pertinent information are reported to the credit supervisor/branch manager</p> <p>4.7 Ensures that the good customer service are being practiced;</p> <p>4.7.1 Before, during and after sale</p> <p>4.7.2 Handles customer's complain discreetly</p> <p>4.7.2.1 Counsels customer to arrive at win-win situation.</p>
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Marketing Assistant's Job Description

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MITSUKOSHI MOTORS PHILIPPINES, INC.

JOB DESCRIPTION

POSITION TITLE	:	MARKETING ASSISTANT
DIVISION/DEPARTMENT	:	OPERATIONS
LEVEL	:	RANK AND FILE
REPORTING LINE		
Reports to	:	BRANCH MANAGER
Supervises	:	None
Internal Contact	:	All Departments and Branches
External Contact	:	Customers, Sales Agent and Display Center

JOB OBJECTIVE :

Responsible for prospecting customer through fliers and leaflets distribution, house-to-house and other marketing activities in selling MITSUKOSHI motorcycle products and also responsible in entertaining inquiry and walk-in customers of the branch.

DUTIES AND RESPONSIBILITIES	ACCOUNTABILITIES
1. Administrative	<p>1.1 Maintains and safeguards Customer's files;</p> <p>1.1.1 Ensures that all installment sales have corresponding customer files</p> <p>1.1.2 Ensures that all installment sales have customer ledger cards and customer's field cards, for cashier and account counselor, respectively</p> <p>1.1.3 Keeps the duplicate keys on installment sales in the customer's file</p> <p>1.1.4 Adopts systematic filing of customer's file</p> <p>1.1.5 Prohibits borrowing of customer's file unless authorized by the branch manager or area manager</p> <p>1.2 Accounts and secures all accountable forms under his/her responsibilities, e.g. insurance documents and receiving report;</p> <p>1.2.1 Maintains control logbook for incoming and outgoing forms</p> <p>1.2.2 Ensures that form inventory levels are properly monitored and requisitions are made on time so as not to hamper branch operations</p> <p>1.2.3 Attaches all copies of cancelled documents and forms to the booklet and signs them before returning to the main office</p> <p>1.3 Initiates new ideas in connection with branch sales, capable of finding new methods or techniques on sales in order to attain branch quota consistently.</p> <p>1.4 Maintains an orderly system in handling inventories under his accountability;</p> <p>1.4.1 Brand new motorcycle units</p> <p>1.4.2 Repossessed and reconditioned motorcycle units</p> <p>1.4.3 Service motorcycle units</p> <p>1.4.4 Spare parts and tools, batteries and accessories (TBA)</p> <p>1.4.5 Promotional materials e.g. t-shirts, helmets, sweatshirts, jackets, etc.</p> <p>1.5 Ensures the following:</p>

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	<ul style="list-style-type: none"> 1.5.1 Handles properly inventories under her/his accountabilities 1.5.2 Conducts daily inventory count to establish accuracy of branch records 1.5.3 Submits information on the fast and slow or non-moving motorcycle units to aid the branch manager in decision making 1.5.4 Documents outgoing and incoming units, including Purchase Order to Technical Service Department 1.5.5 Checks and conducts inspection of delivered or received motorcycle unit/s from supplier or other branch; <ul style="list-style-type: none"> 1.5.5.1 Ensures that all deliveries from supplier and units on inter-branch transfer are free from scratches, dents, defects and/or missing parts and accessories 1.5.5.2 Inspect all deliveries of motorcycle units whether brand new or repossessed upon receipt 1.5.5.3 Reports any scratches, dents, defects and/or missing parts and accessories to warehouse and warranty section 1.5.5.4 Notes in the receiving reports and on the covering delivery receipt any negative results in the ocular inspection 1.6 Ensures that no unauthorized delivery of motorcycle, brand new or repossessed unit are being made by the branch 1.7 Observes cost efficiency measures to maximize branch profitability and maximizes output on available resources. 1.8 Prepares correspondences or communications being sent by the branch and ensures its timeliness, correctness and accuracy. 1.9 Observes the following; <ul style="list-style-type: none"> 1.9.1 Good housekeeping (maintains orderliness of the area to ensure systematic flow of work) 1.9.2 Safety and security control measures in consonance with the security standards 1.9.3 Timekeeping related matter e.g. leave , overtime, daily time records 1.9.4 Telephone etiquette e.g. companies spiels 1.10 Maintains good image of the Company in the community at all times. 1.11 Ensures clear understanding and captures the essence the Vision and Mission of the company. 1.12 Manifest the company's core values at all times. 1.13 Performs other related task and function that may be assigned by the Branch Manager/top management from time to time.
2. Repossessed Inventory Management	<ul style="list-style-type: none"> 2.1 Maintain daily and monthly inventory report 2.2 Submit monthly Repossessed Inventory Report with stencil to Accounting Department or as required by the management. 2.3 Repossessed Units must be disposed within a month according to: <ul style="list-style-type: none"> 2.3.1 Book Value 2.3.2 Approved Classification/Reclassification 2.3.3 Approved Appraisal Price 2.4 Assist Branch Manager in disposal of repossessed units and ensure its proper maintenance and cleanliness.

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3. Credit and Collection	<p>3.1 Helps the branch in obtaining quality accounts with high efficiency of collections;</p> <p>3.1.1 Ensures that Credit Application Form (CAF) is properly filled out by the customer</p> <p>3.1.2 Conducts initial interview with applicants of installment sales to facilitate establishing credit worthiness of the latter</p> <p>3.1.3 Orients approved applications on the terms and conditions of the installment contract</p> <p>3.1.4 Assist in the early resolution of the customer complains</p> <p>3.2 Accounts for all credit application form (CAF) received by the branch and ensures the following;</p> <p>3.2.1 Accounts and records all CAF in the CAF control logbook</p> <p>3.2.2 Fills out all pertinent information in the CAF control logbook</p> <p>3.2.3 Ensures that all pending applications are properly explained and resolved by the account counselor (AC) within reasonable time</p> <p>3.3 Assists the branch managers and credit supervisor/branch manager in solving or finding solution to problem accounts of the branch;</p> <p>3.3.1 Ensures customer satisfaction to encourage them in paying their installment account</p> <p>3.3.2 Endorses job order to cashier to check status of customers account</p> <p>3.4 Assists the branch managers and credit supervisor/branch manager in solving or finding solution to problem accounts of the branch;</p> <p>3.4.1 Ensures customer satisfaction to encourage them in paying their installment account</p> <p>3.4.2 Endorses job order to cashier to check status of customers account</p>		
4. Sales	<p>4.1 Assists in the improvement of sales of the branch to make quota consistently and contributes in achieving branch target;</p> <p>4.1.1 Ensures proper handling of motorcycle inquiries and walk-in customers</p> <p>4.1.2 Goes on field to improve customer's contact;</p> <p>4.1.2.1 Distributes fliers and leaflets</p> <p>4.1.2.2 Conducts house to house selling or prospecting</p> <p>4.1.2.3 Visits business establishments for institutional and group sales accounts</p> <p>4.1.3 Conducts other marketing activities</p> <p>4.1.3.1 Prepares marketing daily activity as a guide in his/her day-to-day functions</p> <p>4.1.3.2 Maintains responsibility for closing and saving sales</p> <p>4.2 Entertains and handles all motorcycle inquiries and walk-in customers of the branch;</p> <p>4.2.1 Records all inquiries and walk-in customers in the Inquiry Control Logbook</p> <p>4.2.2 Makes follow-up on all inquiries and walk-in customers through personal visit or telephone call</p> <p>4.3 Maintains Sales Journal for brand new units;</p> <p>4.3.1 Ensures posting of sales of brand new units to the sales journal</p> <p>4.3.2 Ensures accuracy of entry e.g. mathematical calculation of Value Added Tax (VAT), summation of entries</p> <p>4.4 Prepares Sales kit on the installment sales</p>		
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	<ul style="list-style-type: none"> 4.4.1 Chattel Mortgage & Promissory note : 4 copies 4.4.2 Disclosure Statement : 2 copies 4.4.3 Voluntary Surrender : 2 copies 4.4.4 Deed of Absolute Sale : 2 copies 4.4.5 Deed of Reconveyance : 2 copies 4.4.6 Co-Maker Report : 1 copy 4.4.7 Deposit Agreement : 2 copies <p>4.5 Ensures the following;</p> <ul style="list-style-type: none"> 4.5.1 Fills out all financing contracts and precautionary papers 4.5.2 Explains to the customer their duties and responsibilities on the installment contract 4.5.3 Ensures that sales kit is properly signed by the customer before release of financed motorcycle unit 4.5.4 Ensures safety and filing of all copies of the sales kit <p>4.6 Conducts a pre-delivery inspection (PDI) of motorcycle units before release of units and ensures the following;</p> <ul style="list-style-type: none"> 4.6.1 Ensures that PDI are done in front of the customer to avoid irritants or problems afterwards 4.6.2 Explains terms and conditions of motorcycle sales to the customers 4.6.3 Obtains proper acknowledgements from the customers 4.6.4 Explains to customer release of plate and sticker including additional cost in excess of regular charges; <ul style="list-style-type: none"> 4.6.4.1 Informs customer that he/she will be liable to pay the additional charges for registration if the company advances the processing fee 4.6.4.2 Else, the customer will be the one who will register their plate and sticker <p>4.7 Obtains stencil of the motor and chassis number of the motorcycle units sold which is a prerequisite in the invoicing and registration in the Land Transportation Office (LTO).</p> <p>4.8 Informs credit decision to prospective customer and ensures the following;</p> <ul style="list-style-type: none"> 4.8.1 Communicates branch decision immediately to the applicants. 4.8.2 Ensures that duplicate keys on installment sales are kept safely in the customer's file 4.8.3 Keeps customer's files systematically 4.8.4 Records branch decisions in the CAF control logbook. <p>4.9 Keeps abreast with competitor activities, pertinent information in the economic, political, peace and order situation in the area;</p> <ul style="list-style-type: none"> 4.9.1 Conducts benchmarking and establishes contacts to update the management in the situation in the field and aids them in decision making 4.9.2 Reports to branch manager necessary and pertinent information gathered during benchmarking <p>4.1 Ensures that the good customer service are being practiced</p> <ul style="list-style-type: none"> 4.1.1 Before, during and after sales 4.1.2 Builds rapport with to customer to close sales 4.1.3 Handles customer's complain discreetly
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Branch Mechanic's Job Description

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MITSUKOSHI MOTORS PHILIPPINES, INC.
JOB DESCRIPTION

POSITION TITLE	: BRANCH MECHANIC
DIVISION/DEPARTMENT	: OPERATIONS
LEVEL	: RANK AND FILE
REPORTING LINE	
Reports to	: BRANCH MANAGER
Supervises	: None
Internal Contact	: All Departments/Branch
External Contact	: Customers

JOB OBJECTIVE:

Responsible in the pre and post sales maintenance of all MITSUKOSHI motorcycle units and ensures that motorcycle units for release to customers are free from any deficiency and customers were well informed of the proper use and control of motorcycle unit.

DUTIES AND RESPONSIBILITIES	ACCOUNTABILITIES
1. Administrative	<p>1.1 Prepares Job Order for any repairs to be done</p> <p>1.1.1 Ensure that all motorcycle repairs were covered by job order</p> <p>1.1.2 Ensure that the recommended job to be done was properly discussed with the customer and right diagnosis has been made</p> <p>1.1.3 Ensure to indicate the job order date and time when the work started and the repair was accomplished</p> <p>1.1.4 Provide the customer the date and/or time when the service will be delivered</p> <p>1.1.5 Ensure to deliver the commitment given to the customer on or before the promised date and /or time</p> <p>1.2 Responsible in the maintenance of the branch motorcycle service</p> <p>1.2.1 Checks regularly the service unit of the branch personnel so as not to hamper operations</p> <p>1.2.2 Report any improper use of service motorcycle of any branch personnel</p> <p>1.3 Observe the following:</p> <p>1.3.1 Good housekeeping (maintain orderliness of the area to ensure systematic flow of work)</p> <p>1.3.2 Tools and spare parts are kept in the proper place</p> <p>1.3.3 Safety and security control measures in consonance with the security standards</p> <p>1.3.4 Timekeeping related matter of their personnel e.g. leave , overtime, daily time records, administrative cases</p> <p>1.3.5 Telephone etiquette e.g. companies spiels</p> <p>1.4 Maintains good image of the Company in the community at all times.</p> <p>1.5 Ensures clear understanding and captures the essence the Vision and Mission of the company.</p>

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	<p>1.6 Manifests the company's core values.</p> <p>1.7 Performs other related task and function that may be assigned by the Branch Manager/top management from time to time.</p>
2. Repossessed Inventory Management	<p>2.1 Checks deposited and surrendered motorcycle units from delinquent customers;</p> <p>2.1.1 Check deposited and repossessed motorcycle units for any material dents, scratches, defects and missing parts and accessories</p> <p>2.1.2 Ensure that checking of deposited and surrendered motorcycle units were covered by repossessed inventory checklist</p> <p>2.1.3 Ensure that repossessed unit's gasoline is drained</p> <p>2.2 Refurbish, repair and/or recondition repossessed motorcycle unit to improve marketing price.</p> <p>2.2.1 Ensure that only approved motorcycle units goes to reconditioning process</p>
3. Credit and Collection	<p>3.1 Assists the branch managers and Credit and Collections Supervisor in solving or finding solution to problem accounts of the branch and ensure the following;</p> <p>3.1.1 Ensure the customer satisfaction so as not to give them any excuse in not paying their monthly installment</p> <p>3.1.2 Ensure that job orders are duly noted by the cashier, to check the status of accounts of customer, before any repair is made.</p> <p>3.2 Initiate new ideas in connection with branch operation, capable of finding new methods or techniques on collections in order to improve branch collections</p>
4. Sales	<p>4.1 Checks and conducts inspection of delivered or received motorcycle unit/s from supplier or other branch and ensure the following;</p> <p>4.1.1 All deliveries from suppliers and units on inter branch transfer are free from scratches, dents, defects and/or missing parts and accessories.</p> <p>4.1.2 All deliveries of motorcycle units whether brand new or repossessed were inspected upon receipt.</p> <p>4.1.3 Any scratches, dents, defects and/or missing parts and accessories were duly reported to warehouse and warranty section/noted in the receiving report to be issued by the branch and on the covering delivery receipt</p> <p>4.2 Conduct pre-delivery inspection (PDI) to ensure that unit released from the branch is in the highest manufacturer's quality standards and ensure the following:</p> <p>4.2.1 Actual PDI are conducted before the customer to prevent any problem</p> <p>4.2.2 That customer's acknowledgement was obtained after the pre-delivery inspection</p> <p>4.2.3 A copy acknowledged PDI is filed in the customer's folder</p> <p>4.3 Prepares Warranty claim for any repair and spare part/s replacement covered by warranty</p> <p>4.3.1 Ensure proper accomplishment of warranty claim form</p> <p>4.3.2 Fill-up all pertinent information in the warranty claim from</p>

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	<p>4.3.3 Check and review thoroughly all warranty claims before submission to warranty section</p> <p>4.4 Stenciling of chassis and engine number of the motorcycle unit for release and ensure the following;</p> <p>4.4.1 Proper stenciling of the chassis and engine numbers of the motorcycle unit which is a prerequisite in the invoicing and registration in the LTO</p> <p>4.4.2 Accuracy of stencil of the engine and chassis number to prevent any problem in the registration of the motorcycle unit</p> <p>4.5 Ensures that the good customer services are being practiced;</p> <p>4.5.1 Before, during and after sales</p> <p>4.5.2 Handles customer's complain discreetly</p>
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