



ADMINISTRATOR / FRONT OF HOUSE

(Full-Time, Site Based)

G3 Bedford, MK44 1ZY

ABOUT G3 REMARKETING

Established in 2009, G3 Remarketing is one of the UK's fastest-growing vehicle remarketing and disposal management specialists with over 130 team members across 2 UK auction facilities. Our industry-leading 14-acre facility in Castleford was purpose-built and opened to great fanfare in 2021 and has been closely followed in 2024 by the opening of the 14-acre centre at G3 Bedford.

With strategic locations in the north and south, the business continues to reshape the expectations of both physical and online auctions. Combined with a new operational platform and client interfaces, G3 will become the benchmark for all other independent auction businesses throughout the UK and Europe.

Join a winning team! G3 has recently been voted the 'Remarketing Company of the Year 2024' by Motor Trader Magazine and 'Auction House of the Year 2024' by Car Dealer Magazine.

MAIN RESPONSIBILITIES

OVERVIEW

- Front of house duties, including registration of buyers upon arrival at sale
- Managing inbound and outbound telephone calls and enquires, directing calls to relevant departments or taking messages as appropriate
- Meeting and greeting visitors and clients ensuring they are looked after during their visit
- Receive, sort distribute mail deliveries and manage outgoing mail
- Management of fines and charges process
- Completion of daily administrative tasks including but not limited to:
- Liaising with customers and external partners and requesting documentation
- Supporting auctioneers / rostrum duties as and when required
- Data input
- V5 applications, prepare and dispatch
- Retrieving documents for customers
- Lotting
- Fines

OTHER TASKS

- Respect the need for confidentiality, when processing personal / customer data
- Have good organizational and communication skills
- Have the ability to work under pressure and deal with demanding customers

SKILLS, ABILITIES & KNOWLEDGE

- Have a pleasant and helpful demeanor
- Understand our customers and work hard to meet their requirements
- Ability to prioritise workloads and have a hands-on approach
- Ability to work alone and as part of a team
- Maintain a positive and welcoming approach even during exceptionally busy periods
- Work under pressure in an ever changing and fast pace environment
- Manage customer expectations and problems constructively
- Confidence in handling difficult conversations with customers and deal with complaints effectively
- Be adaptive, cope with repetition whilst still providing attention to detail
- Ability to manage time and prioritise workload

PERSONAL ATTRIBUTES

- Confidence
- Self-motivated
- Resilient, Efficient
- Strong work ethic
- Can do attitude

POSITION & RENUMERATION

Full time permanent to be based at G3 Bedford (MK44 1ZY)

The successful candidate will receive;

Salary £25,000

Up to 10% profit related bonus (subject to company achieving annual profitability target)

Company Pension Scheme

Life Assurance (x3 basic salary) *

33-Days annual leave (inclusive of bank holidays)

Length of service award – one extra day's holiday for every 5 years of continuous service

Additional holiday day for birthday *

Referral incentives for employee recommendations

* Subject to employment milestones