Basic job skills: Vehicle valeter

**Tasks for the vehicle valeter:**

• find ordered goods in the warehouse

• sell vehicle valeting products and equipment

• maintain contact with customers and suppliers

• assess the equipment, material and time required to carry out a job

**Reading**

**On a daily basis the vehicle valeter will:**

• read information when ordering and receiving goods

• read and check the labelling and contents of shelves

• read orders for goods from customers or other departments

• read work orders

• understand information in technical reference material, operating manuals etc.

• read and understand written messages from colleagues and supervisors

**Regularly the vehicle valeter will:**

• read shift plans

• check stocks, waiting and ordering times for goods and parts

• read messages posted on the information board

• read messages and emails

• read product descriptions

**Occasionally the vehicle valeter will:**

• read information from management concerning plans etc.

• read procedures and rules for handling non-conformities

* read information about health, safety and the environment (HSE)

• read social media posts to stay up to date on new trends

* read user manuals for new products
* read information relating to their own employment relationship

**Writing**

**On a daily basis the vehicle valeter will:**

• write a log from their own shift

• write messages and reminders to themselves and others, for example about ordering new goods and parts

• sign for and register goods received

**Regularly the vehicle valeter will:**

• write down enquiries from customers, supervisors and colleagues

• fill in forms for non-conformities and incidents

• provide written information to colleagues and supervisor

• write messages and emails

• fill in timesheets

**Occasionally the vehicle valeter will:**

• fill in and sign packing slips and requisitions

• write down new procedures

• take notes and write assignments in connection with courses

• fill in forms and applications relating to the work

• write social media posts about products and services

• prepare underlying invoice documentation

• fill in order lists

**Oral skills**

**On a daily basis the vehicle valeter will:**

• make customers feel welcome

• receive and respond to inquiries

• communicate knowledge and solutions to customers and colleagues

• discuss HSE matters

• give oral reports on incidents that occurred during their own shift

• have conversations with the supervisor and colleagues to coordinate the work

• explain procedures for further maintenance

**Regularly the vehicle valeter will:**

• discuss different solutions with colleagues and supervisors

• discuss working hours and shifts arrangements

• process oral information from the supervisor and colleagues

• talk to different suppliers about goods and prices

• take part in lunch and break conversations

**Occasionally the vehicle valeter will:**

• receive information about new systems, procedures and products

• participate in training

• receive guidance in correct work postures and techniques

• discuss their own working conditions and training needs with the supervisor

• discuss and provide input to safety and employee representatives

• inform customers about various loyalty programmes

• receive and deal with complaints and defect claims

* conduct performance reviews with the supervisor

**Numeracy**

**On a daily basis the vehicle valeter will:**

• check that the number of items matches the orders received

• calculate the amount of equipment and material needed for a particular job

• calculate the time required to carry out a job

• calculate the costs of a job

• take readings from various measuring instruments

**Regularly the vehicle valeter will:**

• assess and check quantities when ordering goods

• prepare cost estimates for customers

• compare prices from different suppliers

• prepare underlying invoice documentation

**Occasionally the vehicle valeter will:**

• check inventories, e.g. in connection with stocktaking

• prepare package deals for customers

• check their own payslip

**Digital skills**

**On a daily basis the vehicle valeter will:**

• print reports and work orders

• use a scanner

• register and organise goods

• operate a payment terminal

• register working hours

• use standard office software

**Regularly the vehicle valeter will:**

• search for various information about goods

• send and receive messages and emails

• order goods

• register goods received

• use a smartphone or tablet with different apps relating to tasks

**Occasionally the vehicle valeter will:**

• document incidents and non-conformities

• use suppliers’ electronic services in connection with purchase orders

• update their knowledge of HSE

• check the internet to read about harmful effects or harmful content in materials and the disposal of hazardous waste

• use different programs for training

• use various digital arenas for interaction and communication

• stay up to date on ISO approvals

• use social medial to stay up to date and advertise their own business

• use video services to find tips and procedures relating to their own work

* use QR codes and barcodes as needed