



Job Description

Cashier Administrator

BCA operates the largest used-vehicle marketplace in the UK and Europe operating in 10 countries, 60 different locations, selling 1.3 million vehicles per annum. BCA touches over 3.5m vehicles a year as it provides services along the vehicle life cycle from port to dealerships for new vehicles to refurbishment and logistics for used vehicles and the core re-marketing and auction operations.

This is an exciting opportunity to join British Car Auctions, a fast paced company that really values your skills and hard work - a chance to work for the BCA Administration Team, a positive and focused team working for Europe's largest vehicle remarketing company.

Main purpose of job:

To collect payments and issue relevant documentation to customers in the Counter area in accordance with the site operating procedures and the special arrangements list issued by Farnham, so that customers are able to pay for vehicles and are issued with the required documentation for the vehicles they have purchased and so that the Company is able to administer the finances of vehicles sold.

Main Responsibilities:

- Ensure payments are collected from customers at the counter and that customers are issued with corresponding receipts, in accordance with site operating procedures and the special arrangements list produced by Farnham, so that the Company can collect the money from private customers for the vehicles they have purchased and so that invoices can be accurately produced by the business administration office for trade customers.
- In the absence of the Team Leader or Supervisor check and bank all cash, cheques and electronic payments to ensure that vehicles sold are correctly paid for and bag and seal ready for collection.
- Provide an excellent face-to-face front of house and telephone service to customers. Answer all calls to the Auction Centre within 5 rings and ensure that all calls are dealt with promptly and in a professional manner whilst ensuring that the caller is connected to the correct person.
- Cover the Rostrum when needed.
- Action any issues, queries or complaints arising so that any problems are resolved in a timely fashion, to all parties' satisfaction as far as is reasonably practicable. Escalate any complex issues to the relevant manager.
- Give up to date general information about events at the auction centre, transferring complex queries to the appropriate department or individual.
- Undertake cross functional tasks within the business administration department as necessary to meet operational requirements.

You must be able to get to BCA Blackbushe as we are not on a public transport route.

Working hours

Monday 9.00am – 4.30pm



Tuesday 10.00am – 4.30pm
Thursday 10.00am – 4.30pm
Friday 10.00am – 4.30pm

The auction centres are open for business on Bank Holidays so you will be required to work this unless booked as leave, you will also be required to work 1 in 4/5 weekends from 9am until 12pm.

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Essential Criteria

Administrative experience
Experience of a fast paced environment/office
Attention to detail and high levels of accuracy
Confident and professional

Desirable Criteria

Customer Service background
Payment/cash handling experience

Working for BCA

We have been bringing together buyers and sellers for nearly 70 years. Starting in 1946 as Southern Counties Car Auctions, we were one of the first companies to let people across the UK buy and sell a wide range of cars at auction, from budget run-arounds to exotic imports.

Working for BCA you will receive;

Benefits include a minimum of 18.5 days' holiday
Company pension scheme
Internal promotion as much as possible
Free parking onsite
Cycle to work scheme
Subsidised onsite restaurant
Reward scheme that offers online and high street discounts

If you're looking for a career that has great teamwork, training, rewards, long-term scope and is going places - apply now!

To apply please send your CV to recruitment@bca.com