



Position Description

Position Description: Block Clerk

Job Code: 615

Salary Grade: *TBD*

Department: General Office

Reports to: Office Manager

FLSA Status: Non-Exempt

Date: August 9, 2022

Summary: Assists auctioneer by performing clerical tasks associated with vehicle sales.

Duties and Responsibilities:

1. Greets customers in a professional and timely manner.
2. Responsible for constant communication with auctioneer for the duration of an auction; keeps up with current floor and/or Internet bids as vehicles are being sold.
3. Ensures the correct announcements and current bids are entered into the computer and presented on the TV screens available to the internet and floor bidders to view.
4. Adds information on auction day regarding sales terms and dealer information on sales slips.
5. Assigns and records identification numbers into system to process sales slips on auction day; prints correct receipt of sold vehicle.
6. Performs general office duties such as typing, operating office machines, and any other required tasks.
7. Works together with Auctioneer and Ring-man to ensure vehicle in lane matches vehicle being sold on screen.
8. Always maintains a neat and orderly work area.
9. Reports any problems or discrepancies to the manager.
10. Performs other related duties as assigned.

Knowledge, Skills, and Abilities Required at Time of Hire:

1. Exceptional verbal and written communication skills; ability to express information clearly.
2. Conducts work in a timely manner, with the ability to prioritize; reduces inefficiencies and enhances effectiveness.
3. Ability to work independently as well as in a group setting.
4. Ability to troubleshoot problems, evaluate options and implement solutions.
5. Ability to analyze information and make effective decisions.
6. Dedicated to providing exceptional customer service; answers phone and interacts with people in a professional manner and uses good etiquette; searches for ways to improve service and sales.
7. Conflict resolution skills.
8. To perform this job successfully, an individual should have knowledge of ASI database system.
9. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
10. Ability to handle constructive feedback and implement an appropriate action plan.

Certificates and Licenses:

- A Valid driver license is required of every Akron Auto Auction employee, along with an insurable driving record.

Education Experience:

High School Diploma or general education degree (GED); prior customer service and computer experience is preferred.

Job Context:

1. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, and talk or hear.
3. The noise level in the work environment is usually loud to moderate.
4. This position is performed in open bays with constantly moving vehicles and exposure to current weather conditions; on sale day only with typical work hours being 8:30 AM through 2:00 PM.

Performance Indicators:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.