CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	**Sales Executive**
LOCATION:	**Brighton Audi**
DEPARTMENT:	**Sales**
HOURS OF WORK:	**8.30 am to 6.00 pm Monday to Friday (4 days)** **8.30 am to 5.00 pm Saturday** **10.00 am to 4.00pm Sunday (1 in 3 rota)**
SALARY:	**Commensurate with skills and responsibilities**

MAIN PURPOSE OF JOB:

To sell vehicles and finance in a professional way to the required targets, and to build professional relationships with potential and current customers.

Under current Financial Conduct Authority (FCA) Regulations for Selling Insurance, it is a requirement of this role for candidates to either provide certified proof of 'competency', or for those candidates without the relevant certification to receive training on commencement and pass the associated 'competency' assessment.

1) MAIN WORKING RELATIONSHIPS:

1. 1 Responsible to:

Sales Manager

1.2 Relationships with:

Head Office and Branch Staff

Other Company Managers and staff

Manufacturers' representatives

Suppliers and other company representatives

Company Auditors

Customers

2) OBJECTIVES AND KEY TASKS:

To ensure that new and used car sales targets of numbers and profitability are met.

To sell and promote vehicle finance packages in line with branch targets.

To ensure that sales are conducted in a professional way following the Caffyns "Steps" programme.

To enter information correctly on UCS and manufacturers' systems as required.

To promote Caffyns through a professional attitude to work and when dealing with suppliers, manufacturers and customers.

To present a professional image at all times.

To liaise with service and valet staff to ensure that vehicles are ready for sale promptly.

To maintain contact with customers after purchase to ensure Customer Satisfaction.

To keep any company car/demonstrators in saleable condition.

To complete all paperwork associated with the vehicle sale in accordance with Caffyns plc's Due Diligence Procedure.

To work as a team with colleagues to ensure that the business operates effectively.

To assist other Branches as required.

3) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder including any other duties commensurate with the post as requested by the Sales Manager, Dealer Principal, Regional Director or Head Office staff.

4) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company procedures.

5) HEALTH AND SAFETY:

Caffyns has an obligation under the Health and Safety at Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

6) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

FCA Information

You are reminded that it is an essential part of your role to follow the FCA individual conduct rules at all times:

- Act with integrity
- Act with due care, skill and diligence
- Be open and cooperative with FCA and the PRA and other regulators
- Pay due regard to the interests of customers and treat them fairly
- Observe proper standards when selling F & I products.

Sales Executive
Bradley Salmon
13.01.2020

Caffyns plc
Person Specification
Sales Executive – Brighton Audi

QUALIFICATIONS

Essential
FCA approved or be prepared to undertake training and receive accreditation in agreed timeframe
GCSE grade C or above in English and Mathematics or equivalent
Full UK Driving Licence

ATTAINMENTS/COMPETENCIES

Essential
Ability to present information clearly and concisely
Good level of computer literacy

Desirable
Knowledge of and ability to apply vehicle sales processes
Knowledge of e-Good Manners IT system

SKILLS REQUIRED

Essential
Good oral and written communication skills
Good organisational skills
Ability to work in a customer focused manner
Self-prioritise the daily workload according to the business needs
Can demonstrate the ability to carry out tasks within set timeframes

Desirable
Knowledge of/can demonstrate ability to work with, UCS (in-house IT system designed for the motor retail industry)

PERSONAL ATTRIBUTES

Essential
Self motivated and able to work effectively as a team
Commitment to Caffyns' aims and objectives
Have a professional, smart appearance at all times

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