CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	**Sales Executive**
LOCATION:	**Worthing Audi**
DEPARTMENT:	**Sales**
HOURS OF WORK:	**8.30 am to 6.00 pm Monday to Friday** **8.30 am to 5.00 pm Saturday (one day off per week)** **10.00 am to 4.00pm Sunday on a 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:

General 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 ensure all FCA related training is maintained including Treating Customers Fairly

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 Managers, 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).

Sales Executive
Worthing Audi
Tim Brown
28/08/15

Caffyns plc
Person Specification
Sales Executive – Worthing Audi

QUALIFICATIONS

Essential
FSA 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 Contact Advantage IT system
Knowledge of Citnow video system
Knowledge of Reef 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

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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