

CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	Sales Administrator
LOCATION:	Haywards Heath/Volkswagen
DEPARTMENT:	Administration
HOURS OF WORK:	Mon – Fri 8:30am to 2:00pm) 27.5 hours
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB:

To provide administrative support to the Sales Manager and sales team, and to assist with the efficient running and profitability of the branch's sales department.

To ensure accurate sales records are kept. To provide information to Head Office and manufacturers within required timeframes.

To meet and greet customers in a pleasant and courteous manner.

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

Sales Manager

1.3) 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:

2.1) Administration

To provide efficient administrative support to the Sales Manager and sales team.

To ensure taxing and invoicing of all vehicles in good time for delivery to customers.

To ensure the booking in of all stock, including demonstrators, for any necessary service work.

To ensure all paperwork, including the HPI checks etc, is retained, covering all aspects of the Company Policy on Due Diligence, Trading Standards procedures etc.

To ensure sales deal files are kept up to date.

To provide administration regarding vehicle transfers.

To input data for manufacturers information/ordering systems.

To input details of stock and sales on Power system and to conform to standards set in the Sales Administrators' Manual.

To order new vehicles from manufacturer as directed by Sales Manager/Branch Manager.

To ensure paperwork required by Head Office and manufacturer is completed accurately and dealt with in a timely manner.

To ensure compliance with Trading Standards policies and procedures.

To ensure that, in accordance with the Road Fund Licence system, all vehicles are taxed and that reclaims are made.

To liaise with the Service Department regarding PDI for new vehicles.

To assist Sales Manager with prioritising and replying to sales-related correspondence.

To assist Sales Manager with Daily Check of internet stock.

To assist Sales Manager with the production of commission information for management approval.

To maintain the Sales filing system.

To support Sales Manager with preparation of sales department's marketing plans.

To alert Sales Manager and/or Branch Manager of any potential areas of concern regarding procedures.

To provide additional support/cover for the Branch Administrator as required.

2.2) Customer Satisfaction

To deal with all customer queries as efficiently as possible.

To greet customers in a pleasant and courteous manner in your role as a representative of the Company.

To receive customers with sales-related complaints in a pleasant and courteous manner and to immediately notify Sales Executive/Manager with whom they have the complaint so that they may discuss and attempt to resolve the issue.

Should the Sales Executive/Manager not be available to receive the customer complaint, then to discuss the matter with the customer and take detailed notes of the complaint which should then be passed to the colleague concerned as soon as possible.

3) COMMUNICATION:

To maintain good communications with all sales departments and staff.

Maintain close relationships with the manufacturers, suppliers, statutory representatives, and all other business related contacts.

To advise the Sales Manager and managers on all related matters of importance.

4) 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 Retail Operator, Regional Director or Head Office staff.

5) CONFIDENTIALITY:

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

6) 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.

All employees must read and adhere to the relevant sections of the Caffyns Health and Safety procedure.

7) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment, and company policies and procedures, as amended from time to time and as governed by statute.

(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 Administrator
Haywards Heath VW

**Person Specification
Sales Administrator
Haywards Heath Volkswagen**

QUALIFICATIONS

Essential

GCSE grade C or above in English and Maths or equivalent

Desirable

Previous Sales Administration experience

SKILLS REQUIRED

Essential

The ability to work efficiently with the public.

Word processing/ spreadsheet skills

Basic computer skills

Able to work independently demonstrating initiative and pro-activity

Able to establish effective working relationships with varied personnel

Able to convey information clearly & succinctly whether verbally or in writing

Professional telephone manner

Ability to work under pressure and to deadlines, whilst maintaining accuracy and attention to detail

Able to work within a team

Able to manage time efficiently

Desirable

Knowledge of the motor industry

PERSONAL ATTRIBUTES

Essential

Have a smart appearance

Able to maintain confidentiality

Efficient and well organised

Flexible working attitude

Remain calm under pressure

Interested in the work of the organisation.

Created by: Andrew Bremer

Date 25th April 2018