

CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	Sales Executive
LOCATION:	Volkswagen Worthing
DEPARTMENT:	Sales
HOURS OF WORK:	8.30am to 6.00pm Monday – Friday 9.00am to 5.00pm Saturdays 10.00am to 4.00pm Sundays (on a 1 in 3 rota)
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB:

To sell vehicles and offer finance in a professional way to the required targets, sell additional products to a top quartile level and to build professional relationships with potential and current customers.

Financial Conduct Authority (FCA) 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:

All Caffyns and manufacturer staff
Customers

2) OBJECTIVES AND KEY TASKS:

Sell 150 units per year, with an even new and used split. Ensure that sales are conducted in a professional way following the Caffyns "Steps" programme.

Generate customer base to sell vehicles and products to in a proactive fashion.

To present a professional image at all times.

To follow set procedures for vehicle preparation to ensure that vehicles are ready for sale promptly.

Ensure a top quartile manufacturer Customer Satisfaction Survey.

To ensure all manufacturer and Caffyns KPI's are followed at all times.

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.

3) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required.

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).

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 of when selling F & I products.

As a group, we are aware that the finance and insurance arena is changing and therefore will review the plans in light of this, once clarification from providers is available.

Sales Executive
Ross Keeley
02.01.2020

Caffyns plc
Person Specification
Sales Executive – Worthing Volkswagen

QUALIFICATIONS

Essential

FCA approved or be prepared to undertake training and receive accreditation in agreed timeframe
Full UK Driving Licence.

ATTAINMENTS/COMPETENCIES

Essential

Ability to present information clearly and concisely
Good level of computer literacy
Knowledge of and ability to apply vehicle sales processes

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

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