

POSITION DESCRIPTION: Sales Consultant – Buy Now

Approval Date	August 2018		
Business Unit	Cars	Location	Palmerston North
Reporting to	Branch Operations Manager	Direct Report	nil

Job Purpose

The Sales Consultant – Buy Now will operate as a member of the Palmerston North Sales team. The role involves:

- Managing the presentation and sale of Buy Now vehicles
- Developing and maintaining through regular contact, sound and positive relationships with key clients and other vendor customers, and ensuring revenue objectives and agreed services are achieved.
- Being part of a strong team to ensure delivery of excellent customer service.
- Generally assisting other Sales consultants and staff with pre-, during and post- auction activities as required, including the effective set up and smooth running of all auctions, meeting and exceeding primarily seller customer needs but also buyer needs, and ensuring our obligations for customers (and other staff and visitors) are met in terms of the Health and Safety in Employment Act.

Company Values

The Sales Consultant – Buy Now will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

Relationships

Internal	External
<ul style="list-style-type: none"> • Branch Manager • Office Manager • Other Branch Staff • Support Office employees 	<ul style="list-style-type: none"> • Vendors • Customers

Key Accountabilities

Accountabilities	Performance Measures
Sales and Customer Service	
<ul style="list-style-type: none"> • Provide public consultation on all vehicles • Manage retail yard display including placement of stock and organising grooming of Buy Now cars • Ensure there is a strong referral and cross sell into the finance and insurance products. • Effectively manage the booking in and selling of vehicles through the Buy Now process 	<ul style="list-style-type: none"> • Number of vehicles sold • Minimum strike rate of F & I referrals of 50% • Commission and Buy Now fees earned from vendors • Revenue earned from additional services and products sold • Customer feedback (e.g. seller surveys)

Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Achieve sales targets set in conjunction with the sales manager • Manage Vendor expectations with the aim to increase the number of vehicles sold Buy Now. • Maintain and report all defects on Buy Now cars • To assist customers with their enquiries giving them correct and useful information and manage all online and offline enquiries e.g. TradeMe • Promote and sell MBI Warranties to purchasers of eligible vehicles • Assist in the development and implementation of sales and customer services strategies through personal initiatives and teamwork • To assist customers with their enquiries giving them correct and useful information and manage all online and offline enquiries. Also provide assistance when required during auction events – including bid spotting or absent bidding representative as required. 	<ul style="list-style-type: none"> • Contribution to percentage of buyers who purchased at Buy Now • Contribution to value of auction sales • Achieve contributions and meet standards as determined by the Manager (or his/her representative).
Personal development	
<ul style="list-style-type: none"> • Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> • Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Health and Safety	
<ul style="list-style-type: none"> • Ensures own safety and the safety of others around Turners businesses • Follows all Turners and ‘best practice’ safe work procedures, practices and instructions • Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness • Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> • Meet standards as determined by the Manager, and/or the Turners H&S Officer
General	
<ul style="list-style-type: none"> • Any other duties as and when required to ensure continuity of business • Undertake all special assignment work, projects, and all other tasks as requested 	<ul style="list-style-type: none"> • Carry out such duties in a timely, accurate manner and in accordance with the organisation’s policies and procedures • Achieve required contribution and standards as determined by the Manager

Qualifications and Experience

Essential

- NCEA Level 3 English and Maths or equivalent
- Computer literacy
- Intermediate Microsoft Office Outlook, Word and Excel

- Proven successful proactive sales record and targets and results focused

Preferred

- 1 year Sales experience in a similar role.

Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ
- Full Driver License

Competencies

- **Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- **Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one's manager, what type and amount of information to share, and how best to implement goals and objectives
- **Networking** – Builds strong working relationships with others outside one's team to enlist the support of both people and resources to complete tasks
- **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **Customer and Personal Service** – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer's position and finds innovative and cost effective solutions to problems.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **General Business** – understands basic business principles in conducting one's duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.
- **Negotiation** – Explores interests and alternatives to reach results that gain the support and acceptance of all parties. Wins concessions without damaging relationships.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects
- **Sales** – The ability to work within an effective sales team in the development of new business while maintaining relationships with existing businesses.
- **Superior knowledge** – of all aspects of the car purchase, auction business and customer focus and service.

Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

Agreed

Employee

Manager

Signed:

Signed:

Name:

Name:

Date:

Date: