

Position Description

JOB TITLE	Sales Manager, Pre-Owned	AWARD	Not Applicable
DEPARTMENT	Pre-Owned Sales	REPORTS TO	General Manager / Dealer Principal
CLASSIFICATION	Full time	SUPERVISION OF	Pre-Owned Sales Team
AUTHORISED BY	Con Kafetzis	DATE	February 2017
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The purpose of the role is:

- To lead the Pre-Owned Sales team and create an environment of trust with Guests in meeting their Pre-Owned Car purchases and the associated Finance, Insurance and Aftercare sales;
- To reach and exceed department KPI's as set out by the General Manager / Dealer Principal and supporting overall dealership profitability goals as a key Manager; and
- Contribute to a positive culture within the workforce, in line with the HFH Group Mission 100 and the Dealership's vision and values.

The key responsibilities and duties of the role are:

VALUES IN ACTION	<ul style="list-style-type: none"> • Fully meet Mission 100 objectives and values; • Ensure a positive service culture has been created and adhered to at all times; • Aspire to guest service excellence; • Participate in continuous improvement initiatives.
SKILLS	<ul style="list-style-type: none"> • Professional people leadership and management skills; • Emotional intelligence in adjusting to the style to the individual; • Ability to work well autonomously and as part of a team; • Excellent communication skills, puts people at ease, listens; • Up to date knowledge of service department operations and best practice; • Proven administration and negotiation skills; • High level of literacy and numeracy.
ATTRIBUTES	<ul style="list-style-type: none"> • Displays enthusiasm, professionalism and courteousness; • Takes initiative, sees what has to be done; • Respects others; • Has Integrity and is honest in dealings.
TASKS	<p>Guest relations in the sale process</p> <ul style="list-style-type: none"> • Handle Guests in accordance with Mission 100 and dealership policy; • Greet and consult with all guests and identify needs and qualify their finance goals; • Develop and maintain impeccable relations with Used Vehicle Sales, Finance, Aftercare, Service and Administration Departments in order to achieve early introduction goals,

	<p>complete handovers, positive guest experiences and referral and retention;</p> <ul style="list-style-type: none"> • Quality: <ul style="list-style-type: none"> (a) Manage Guest relations and deal directly with all guest complaints (internal and external) resolving disputes at the earliest point of resolution; (b) Resolve any conditions that are adverse to the operational efficiency of the department or achievement of quality. • Make improvements as appropriate in the day to day running of Pre-Owned Vehicles Sales Department and Delivery Department; • Meet all prospective retail buyers in order to promote and sell the Dealership's products (no guest walks before the manager talks); • Maintain profitability of Sales Departments in line with annual targets; • Achieve sales targets as set by the manufacturer; • Maintain an orderly and clean vehicle display; • Monitor and update all prospect systems including internet, telephone and floor traffic; • Conduct daily Sales and Delivery Meetings in conjunction with the Dealer Principal / General Manager; • Maintain a good relationship with the manufacturer and any third party representatives; • Protect the Dealership's financial and legal exposures; • Maintain a Sales Closing Ratio (SCR) above the target SCR set out by Senior Management in accordance with the Road to a Sale Process; • Expand own client base and contribute to car sales personally. <p>Interdepartmental Relations</p> <ul style="list-style-type: none"> • Establish and maintain good working relationships with other departments to create great teamwork, reduce conflict and maximise Dealership profitability. <p>Manage Risk</p> <ul style="list-style-type: none"> • Protects the business from exposure to legal, financial and brand risk; • Authorise departmental costs; • Control use and maintenance of drive cars; • Maintain an approved log that records in detail all transactions with customers; • Adhere to all company policy requirements, together with all appropriate legal requirements and legislation including the National Consumer Credit Protection Act 2009 (NCCP), the Privacy Act and the Corporations law as it relates to deceptive conduct. <p>Planning and Reporting</p> <ul style="list-style-type: none"> • Record monthly sales for Pre-Owned Vehicle Department; • Track sales, and the progress against individual goals and dealership metrics;
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	<ul style="list-style-type: none"> • Submit a daily summary and weekly report of progress and income to the Dealer Principal / General Manager; • Conduct daily follow-ups of Sales staff, diary entries and ensure diary entry outstanding does not exceed 20 per sales consultant. <p>Housekeeping</p> <ul style="list-style-type: none"> • Complete all documents completely, accurately and promptly; • Keep desk and office organised in a neat and orderly condition at all times; • Keep vehicle (if supplied) in a clean and professionally presentable condition at all times. <p>Professional Development</p> <ul style="list-style-type: none"> • Attend training programs as requested by management; • Maintain a sound knowledge of competitive products; • Continuously improve depth of product knowledge and selling expertise. <p>Other</p> <ul style="list-style-type: none"> • Perform any other duties requested by the General Manager / Dealer Principal.
KEY MEASURES	<ul style="list-style-type: none"> • Please see below key measures that forms part of the performance appraisal process.
PEOPLE MANAGEMENT	<ul style="list-style-type: none"> • Has a good understanding of dealership and manufacturer direction and relates these to department goals, explains to department staff and does so as part of normal management process; • Coach and guide sales staff and conduct sales staff reviews; • Be responsible for your own work safety and assist others to do the same; • Report all Hazards, Incidents and Injury as soon as practicable; • Be aware of fire and emergency procedures; • Ensure all health and safety Policies and Procedures are upheld at all times; • Understand your occupational Health and Safety responsibilities as a manager. • Run effective meetings, keep projects and people on track.

PERFORMANCE REVIEW

Name:	Position: Sales Manager, Pre-Owned
Dealership:	Review Period:

Objectives

Department	Objective	Performance Expectations	Performance Rating
Pre-Owned	1. Inventory control	<ul style="list-style-type: none">– Utilise a stock matrix to ensure the department has the required stock and mix– Enforce age stocking policy– Conduct weekly review of the inventory assessing price, age and online performance	<input type="checkbox"/> Did Not Meet <input type="checkbox"/> Met <input type="checkbox"/> Exceeded
	2. Achieve budgeted delivery volumes	<ul style="list-style-type: none">– Ensure each sales person has a target that collectively corresponds to the departments objective– Ensure there are monthly evaluations of sales manager and staff to ensure budget volumes are met– Work cohesively with pre- delivery to ensure a robust delivery process is adhered to	<input type="checkbox"/> Did Not Meet <input type="checkbox"/> Met <input type="checkbox"/> Exceeded
	3. Achieve budgeted Gross PUR	<ul style="list-style-type: none">– Have a strong sales process that protects the gross of the vehicle– Have a management approval process when accepting a contract of sale– Communicate team results to ensure awareness of requirements and current results	<input type="checkbox"/> Did Not Meet <input type="checkbox"/> Met <input type="checkbox"/> Exceeded

Manager Comments: