

Sales Processing Officer

Position Specifics

Department: Corporate Administration
Reports to: Group CEO
Supervises: Nil

Purpose

Responsible for providing efficient, effective, accurate and professional sales processing for the Group Dealerships.

Liaises with Internally

Group Administration Manager, Group Stock Controller, Dealer and Group Sales Managers, Group Administration Teams and Sales Processing Team

Liaises with Externally

John Deere Financial, John Deere Ltd and other external insurance and financial institutions

Responsibilities

- Process assigned work from the Group CRM sales approval system through all facets of John Deere Sales Centre and Dealer Equip Business System for John Deere equipment sales.
- Process assigned work from the Group CRM sales approval system through all facets of OEM web based or other platforms and Dealer business system for all OEM equipment sales.
- Wholegood sales process documentation basic approval.
- Perform internal account reconciliations to ensure the integrity of the work performed in sales processing.
- Work as a team with fellow Sales Processing Officers to ensure the Corporate Administration team productivity is optimal.

Duties Performed

- Review assigned sales processing documentation and perform cross checks of sales value, finance value and deal calc values, creation and assigning of stock numbers and other high priority checks before commencing work. Refer any discrepancies to the Group Sales Approval team for resolution. Refer any unresolved issues to your Supervisor.
- Process equipment sales on Dealer business system.
- Process all required tasks on JDSC from Purchase Order stage to full finalisation including RRS, FRS, bailment requests, incentive and discretionary fund claims and payment scheduling.
- Perform periodic customer survey phone calls in line with improvement strategy for customer experience rating measure. Document feedback in CRM and create alerts for necessary action to address customer concerns.

- Process all required tasks with JDF Settlement relating to sales deals including reviewing signing accuracy, additional approval conditions, finance tax invoice creation, deposit/trade follow up and submission of finance documentation for settlement.
- Prepare finance tax invoice for external financiers for sales deals for both JD and OEM equipment.
- Ensure that a copy of all sales documentation produced is scanned through to archive system in required format for each deal.
- Reconcile general ledgers which are utilised in the Dealer Equip system for vehicle debtor, incentives, rebates, floorplan, cost estimates and internal accrual levies.
- Provide payment/payout requests for Dealer Administration teams as required for the settling of machinery creditors on daily basis.
- Prepare payment carts for payout of JD equipment on daily basis for Supervisor second approval direct debit authority and advise by email of cart availability.
- Distribute JDSC approved payment/refund transaction details to Dealer Administration teams for future bank reconciliation processing and provide direction for processing if needed.
- Follow up on all unpaid machinery debtor balances outstanding with Dealer Sales Manager until resolved.
- Follow up on all trade in invoices/RCTI documentation for archiving in sales deal.
- Process and/or follow up all OEM Warranty Registrations, copy documentation in sales archives.
- Perform any data entry required to ensure that sales processing of a deal is not delayed through all types of stock inventory processing at dealer level.
- Prepare custom reports for wholegood equipment sales or forecasts as instructed by direct Supervisor.
- Ensure that all mandatory sales documentation is followed up and archived into the sales files. Maintain a live list of outstanding items per deal until finalised and provide this list to management on agreed periodic basis.

Skills & Experience

- 3-5 years proven previous experience in Administration or similar role.
- Well organised and self motivated.
- Excellent communication and data entry skills.
- Ability to use Microsoft Office applications and relevant software packages.
- Ability to work independently but also understand the importance of a team environment (at department, inter-department and inter-branch levels).

Employee signature

Date: _____

Employee Print Name