**Sales Executive-Person Specification**

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| Key accountabilities: |
| * Consistently delivers to agreed targets * Contributes to achieving customer standards and services * Prospecting existing client base * Conquest selling to new customers * Follow up of web enquiries * Pitch maintenance * Vehicle handover * Effective appraisal of part exchange vehicles |

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| Personal profile: |
| * Confident and outgoing personality * Good communication and listening skills * Smart appearance with a polite and professional approach * Genuine interest in vehicles * The ability to explain technical information to people who are not experts * Good organisational skills and the ability to remain calm under pressure * The ability to work as part of a team and alone, without supervision |

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| Practical skills: |
| * Negotiation * Customer service * Basic numeracy and literacy * Driving proficiency |

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| Communication: |
| * Able to communicate confidently and credibly face to face and on the telephone * Have the potential to build customer trust while balancing the needs of the business * Able to make appropriate decisions based on the information gathered through market knowledge and specific questioning |

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| People: |
| * Team working and supportive style * Sharing information, verbal and written-receptive and proactive in two-way communication with peers and team members * Give feedback to colleagues and team managers that support development of the team * Be flexible to fulfil the demands of the business |

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| Work style: |
| * Keeps up to date with communications * Completes paperwork accurately and in a timely manner * Recognise and identify improvements to the way we work * Take responsibility for own workspace area, protect customers data and maintain a high standard * Prepare for the day ahead |

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| Experience/Education: |
| * Must be proficient in use of Microsoft applications * Proficient in use of internet, email and call handling * Numeracy * Literacy |