**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
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