*Sales Executive-Person Specification*

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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* |