*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*
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