



JOB DESCRIPTION

Job Title: Vehicle Sales Administrator	Department: Sales
Reports to: Sales Manager	Effective Date: TBC
Branch: Heathrow	
Job Purpose: To provide a vital link between the customer and the sales team, keeping accurate records of all orders, monitoring progress, organise vehicle deliveries, assist customers with order update information and process customer orders.	
Responsibilities include: <ul style="list-style-type: none">• To accurately process, monitor and review sales (new and used) quotations and orders• To ensure sales orders are processed / invoiced in time for month end• To ensure vehicles are taxed / registered accordingly• To support the sales team on an excellent customer experience, from point of contact to vehicle handover• To support the sales team on customer order, vehicle pipeline process, to eventual handover• To control and monitor CWG and CVC fixed penalty notices, ensuring end customer has been advised and invoiced for these fines• To control and monitor staff clocking in cards and fuel receipts on a weekly basis.• To ensure new and used stock is reviewed and reported on a weekly basis• To process new stock orders with Volkswagen• To submit weekly order intake reports, vehicle profitability and handover updates when required• To collate and report on body builder quotes and orders, assisting with live order management and review• To ensure customer records are captured at initial point of contact from sales, created within CRM and reviewed on a monthly basis• To actively prospect areas of interest, developing and evolving the sales opportunities for the sales team, developing the CWG database of customer potential• To liaise with all areas of the business to ensure maximum customer satisfaction is achieved and exceeded• To attend and support customer events as and when required, this may include events outside of normal working hours as and when the business requires in order to maximise any opportunities which could lead to profitable growth within the business.• Contribute to a positive team performance whilst working on personal benchmarks to optimise personal performance	
Required competencies: <ul style="list-style-type: none">• Customer-focused and fully committed to delivering the highest professional standards.• Enthusiastic, adaptable and confident with a have a positive 'can do' attitude and willingness to work as part of a team and be driven to succeed• Exceptional organisational skills• Exceptional communication skills• Resilient, thorough and accurate when completing a task with strong attention to detail and strong organisational skills.	

- Honest with high levels of integrity
- Flexible, self-motivated and be able to work under their own initiative, as well as being able to work under pressure to achieve tight deadlines
- Problem solving skills
- Ability to use all appropriate modules of the Dealer Management System (Kerridge/Autoline),
- Good standard IT skills
- Demonstrate strong Numeracy and Literacy skills

Computer skills:

- Microsoft Office: Excel / PowerPoint / Word – Intermediate level
- CD-UK / Kerridge: Preferred.

Specific knowledge:

- Good knowledge of the automotive industry

Language skills:

- English: Fluent

Education:

- Minimum requirement - GCSE / “O” Levels Maths and English