

car buying crew

JOB TITLE:

Sales Executive – Customer Service
Assistant

DATE COMPLETED:

August 2023

BRANCH:

Castleford HQ

TITLE OF JOB HOLDER'S MANAGER:

Crew Manager

ORGANISATION STRUCTURE

Reporting in to: Crew Manager

Board

Crew Leader

Telesales
Executive

MAIN RESPONSIBILITIES

OVERVIEW

The Car Buying Crew is one of the region's newest car buying services, backed by one of the UK's leading vehicle auction specialists. Powered by a team of automotive experts with over 100 years of experience buying and selling cars, The Car Buying Crew are challenging the recognised brands in this space by offering a true value for a customer's car using a combination of the latest technology and a true passion for customer services.

The business is seeking to recruit a Sales Executive, ideally with experience of vehicle purchasing or in a customer services role, who will form a critical part of the car buying team. This is very much a customer facing role so a positive personality is essential.

The ideal crew member will be enthusiastic and passionate with the ability to drive the business forward in this region (Yorkshire). This means ensuring every customer's interaction with The Car Buying Crew is memorable and exceeds their expectations. This is accomplished by offering a consistent and welcoming service for all customer interactions; either via an out-bound telesales call to follow-up a valuation, a video-led support call, or a face-to-face visit at a branch.

To put it simply, the position would suit somebody who is self-driven and confident with customers, ideally from an automotive, hospitality or retail background, and who has the desire to join a fast-paced industry helping consumers sell their car with ease.

A successful Executive will become exceptional at closing the deal by turning valuations into purchases. Due to the importance of the role, The Car Buying Crew will reward generously with a competitive salary, a monthly bonus structure and other fringe benefits designed to reward individual performance whilst accelerating our ambitious growth targets.

Key responsibilities in the role will include;

- Ensuring that all captured data is correct and has been accurately disclosed
- Turning online vehicle valuation leads and appointments into vehicle purchases and satisfied customers with the help of the wider CBC team
- Managing leads and appointments effectively to achieve business and commission targets
- Building memorable relationships with customers either face to face, over video, or a telephone call
- Managing appointments and follow-ups in a professional and passionate manner
- Liaising with the CBC Management Team to confirm a vehicle's true valuation
- Negotiating directly with consumers to achieve the best purchase price for both them and CBC

To satisfy the needs of customers, this may be a full-time role to cover hours between 9am - 7pm including Saturday and Sunday, with rest days depending on rota requirements for the branch.

ESSENTIAL SKILLS & EXPERIENCE

- Experience of working in an ever changing and fast paced environment
- Excellent telephone manner and strong face to face communications skills
- 2+ years of B2C sales or customer facing experience that demonstrates ability to negotiate and close a deal
- The ability to surpass achievable targets, whilst maintaining integrity and service-levels
- A passion for the automotive industry and an eye for detail would be beneficial

OTHER REQUIREMENTS / QUALIFICATIONS / TRAINING

- A full UK driving license (with no more than 3 points)
- Experience working with CRMs, call centre software and other IT systems
- A competent working knowledge of Microsoft packages (specifically Excel).

CAREER PATH

On leaving this position, a job that would be considered a promotion is: Sales Team Leader or Business Development Manager

POSITION & RENUMERATION

Full time permanent position (across 7-day rota – including some Saturday/Sunday)

Based at CBC HQ in Castleford or G3 Castleford

Competitive Basic Salary

+ Profit share bonus (subject to achieving KPIs)

33 Days Holiday p/annum (inc bank holidays)