

Job Description: Used Van Sales Executive

Rossetts Commercials are the Mercedes-Benz Van dealership for Sussex and Surrey, with depots in Aldershot, Crawley, Eastbourne and Worthing. Trading for 20 years, the company has been growing steadily throughout and it is now time to expand our sales team.

Key Purpose of the Job:

1. Executing all measures to promote Van Sales
2. Using, establishing, and fostering good contacts with departments, which support Sales
3. Welcoming, and providing customers with specialist advice on products
4. Holding Sales presentations and providing customers with information and advice on Mercedes-Benz light commercial new and used vehicles, equipment, and accessories
5. Concluding Sales contracts and making any required amendments
6. Carrying out follow-up contacts to customer and prospects; processing and managing a customer files
7. Maintain and control dealership database as well as ensuring that Mercedes-Benz UK campaigns are promoted throughout the display area
8. Attendance at ride and drive events
9. Promoting a positive attitude within the business at all times

Accountabilities:

1. Achieve / Exceed Individual Sales targets
2. Update and improve product knowledge
3. Maintain customer database, ensure customer/prospects call programme is adhered to, achieve prospecting targets within given territory
4. Effective use of company IT systems
5. Promote at all times, the Mercedes-Benz culture of quality and excellence and deliver the Mercedes-Benz experience
6. Deliver first class customer service
7. Site responsibility for the display area
8. Noting daily footfall numbers
9. Informing and advising visitors on Mercedes-Benz light commercial vehicles, equipment, prices, conditions, technical data and other issues
10. Explaining differences between Mercedes-Benz light commercial vehicles and competitors' vehicles: highlighting usefulness and advantages
11. Evaluating used vans, along with the manager's guidelines and arranging for technical appraisals to be carried out
12. Organising and carrying out test drives and evaluating results
13. Compiling and sending out offers
14. Positioning information material (brochures, catalogues etc) and ensuring availability
15. Involvement in design of exhibition space and product placement
16. Involvement in sales events

17. Guaranteeing professional level of product
18. Fostering contacts to key individuals, associations and groups in the region
19. Offering and selling accessories
20. Explaining financing and leasing opportunities and insurances
21. Concluding sales, negotiating terms (trade-ins, type and method of payment, method of vehicle transfer, etc), if necessary obtaining agreements and drawing up the sales contract
22. Offering and selling service packages
23. Clarifying, agreeing and organising handling of used vehicles
24. Recording the customer's order, preparing cost calculation and passing them on to the respective department
25. Checking confirmation of order and, if necessary passing it on to the customer; recording, dealing with and passing on customer's required amendments (changes to vehicle type and fittings)
26. Agreeing on processing and registration procedures with customer
27. Reaching agreements with internal partners (ordering, Sales Management) and external contacts (financing and leasing partners etc.)
28. Supervising all processes up to delivery
29. Agreeing with customers when the vehicle is to be put at their disposal (date, delivery, registration etc)
30. Handing over the vehicle and introducing the customer to the vehicle
31. Planning and carrying out regular contact with customers
32. Regularly recording customer satisfaction and initiating relevant measures