

JOB DESCRIPTION

Job Title	Retail Sales Executive
Department	ZenAuto
Reporting to	Retail Sales Manager
Responsible for	Sales of Personal Contract Hire Vehicles To New And Existing Customers
Location	Leeds (office based)
Environment	<p>A new and exciting product offering from an already successful business with excellent potential for personal development and career progression. A culture of over achievement versus target along with a strong focus on customer satisfaction.</p> <p>You must have a genuine and broad interest in cars, as well as a good understanding of vehicle finance specifically in the leasing and contract hire sector. A passion for delivering excellent and consistent customer service is essential along with experience of working to and surpassing monthly sales targets.</p>
Role	<p>Generating sales of leased vehicles through a pipeline of new and existing personal customers.</p> <p>Duties include;</p> <ul style="list-style-type: none"> • Pro-actively selling the features and benefits of private vehicle leasing (specifically Personal Contract Hire) • Using consultative sales techniques to properly identify customer needs and offering suitable solutions within pre-agreed timescales. • Using Microsoft Dynamics 365 CRM tool to manage a sales pipeline through to achievement of pre-agreed monthly targets. • Utilising multiple contact channels (including e-mail, telephone and livechat) to reach out and respond to potential customers. • Liaising with key internal contacts and external suppliers to ensure customer offerings are relevant and exciting. • Supply support teams (marketing) with data to drive special offer and retention campaigns • 100% achievement of monthly target expected as baseline KPI, targets are challenging but realistic <p>Identify (where relevant) areas for process and product improvement</p>
Responsibilities	<ul style="list-style-type: none"> • Achievement of a pre-agreed monthly target, ensuring your leads are contacted and followed up by you within the timescales set against competencies • Updating CRM system to ensure all customer contact is accurately documented • Challenging competitor pricing and offerings to ensure complete customer understanding and awareness • To continually gain knowledge of the wider marketplace and maintain awareness of key regulatory guidelines and procedures • Maintain awareness of monthly and YTD order targets to ensure fulfilment of the company's business plan. • Ensuring accuracy of all quotations and information supplied around vehicle lead times and specifications • Adopt a 'Right First Time' approach to minimise errors • Responsible for delivering customer service standards in line with the company and team objectives • To ensure awareness of contractual obligation with customers, particularly in relation to processing fees, vehicle maintenance agreements, excess mileage position and initial payments • Some evening and weekend work is required, typically one evening per week and one weekend per month, evening and weekend work will be unsupervised and you are expected to work autonomously

PERSON SPECIFICATION

Job Title	Retail Sales Executive		
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<u>Skill</u>	Essential	Desirable	
Excellent sales and customer service skills	X		
Be able to influence when faced with objections	X		
Proven ability to achieve set sales targets and SLA's	X		
Strong Microsoft Office skills	X		
Excellent attention to detail	X		
<u>Knowledge /Qualifications</u>			
Knowledge of dealing with customers	X		
Strong knowledge of cars		X	
Understanding of sales conversion process	X		
Knowledge of selling regulatory products		X	
Able to handle queries from internal and external sources	X		
<u>Experience</u>			
Confident in dealing directly with customers	X		
Experienced in sales environment	X		
Experience in working in a financial services environment		X	
<u>Personal Characteristics</u>			
Confident with excellent B2C sales skills	X		
Articulate with a bespoke approach to client interaction	X		
Ability to work well in a team	X		
Ability to work under pressure	X		
Self-Motivated / Target driven	X		
Reliable / Punctual/ Professional	X		
Excellent organisational skills	X		
Desire to deliver exceptional service	X		



ZENITH EMPLOYEE BENEFITS

- Competitive salary & bonus
- 24 days' holiday increasing with length of service
- Private Medical Cover
- Pension scheme
- Bike to work
- Childcare vouchers
- Payroll giving
- AA breakdown cover
- Health cash plan
- Driven scheme – salary sacrifice vehicle
- Technology Scheme – discounts on purchasing home technology
- Flexible holidays
- Dental cover
- Employee Assistance Programme
- Death in service cover

