

Job Title: Salesperson

Department: Alton Toyota-Scion Sales Department

Reports To: Sales Manager

The Dave Mungenast Automotive Family seeks to employ the highest quality talent. As the most reputable name in the automotive business, we maintain a high standard of employee satisfaction and loyalty. We want to see every member of our family achieve success in all areas of his or her life. We do this by hiring the best candidates, cultivating their talent, and promoting from within. Many of our employees began their career at the entry level.

Cultivate your talent with the Dave Mungenast Automotive Family. Contact Human Resources by e-mail at careers@davemungenast.com.

SUMMARY

Sells and/or leases new and pre-owned vehicles at dealership while achieving and maintaining levels of gross profit, volume, and customer satisfaction.

ESSENTIAL DUTIES

- Performs work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards.
- Satisfies the transportation needs of vehicle purchasers.
- Approaches, greets, and offers assistance or direction to any customer who enters the dealership showroom or sales lot.
- Assists customers in selecting a vehicle by asking questions and listening carefully to their responses.
- Explains fully product performance, application, and benefits to prospects.
- Describes all optional equipment available for customer purchase.
- Offers test drives to all prospects. Follows dealership procedure to obtain proper identification from customer prior to test drive.
- Utilizes dealership sales control and follow-up system.
- Exhibits high level of commitment to customer satisfaction.
- Knows and understands the federal, state, and local laws which govern retail automobile sales.
- Establishes personal income goals that are consistent with dealership standards of productivity, and devises a strategy to meet those goals.
- Attends product and sales training courses as requested by sales manager.
- Keeps abreast of new products, features, accessories, etc., and their benefits to customers.
- Knows and understands equity and values, and is able to explain depreciation to the customer.
- Ensures that the sales manager has an opportunity to meet each customer.
- Turns 100 percent of closed deals to F&I and Aftermarket personnel, along with properly completed paperwork (insurance information, trade title, etc.).

- Writes complete sales orders and processes paperwork in accordance with established dealership policies.
- Prepares sold vehicles for customer delivery prior to customer arrival.
- Delivers vehicles to customers, ensuring that the customer understands the vehicle's operating features, warranty, and paperwork.
- Introduces customers to service department personnel to emphasize to them the quality and efficiency of service repairs and maintenance available in the dealership's service department.
- Schedules first service appointment.
- Follows up on all post delivery items, tag/title work, "we-owes", and special requests to be sure that all customer expectations are met.
- Maintains an owner follow-up system that encourages repeat and referral business and contributes to customer satisfaction.
- Maintains a prospect development system.
- Reviews and analyzes actions at the end of each day, week, month, and year to determine how to better utilize time and plans more effectively.
- Attends sales meetings.
- Maintains professional appearance.

MARGINAL DUTIES

Other duties may be assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DRESS CODE

During business hours or when representing Dave Mungenast Automotive Family, you are expected to present a clean, neat, and professional appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards.
- Canvas or athletic type shoes are not appropriate professional attire.

- Tank tops, tube or halter tops, cleavage or shorts may not be worn under any circumstances.
- Mustaches and beards must be clean, well trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, ear rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Torso body piercing with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.