



## Job Description

<b>Job Title:</b>	<b>Sales Advisor</b>
<b>Reporting to</b>	<b>Sales &amp; Aftersales Manager</b>
<b>Overall Purpose</b>	To work as part of the sales team, leading by example to provide excellent customer service in order to contribute to the success of the sales department and meet Key Performance Indicators (KPIs).
<b>Scope of role</b>	To identify areas for improvement in order to streamline workflow within the Sales department in order to meet targets.
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>• Liaise with customers via all communication channels including by telephone, email, face to face and through our website</li> <li>• Establish customers' requirements for parts availability and delivery</li> <li>• Take orders and payments, raise purchase requisitions and liaise with credit control</li> <li>• Develop and maintain excellent customer relationships through all communication channels</li> <li>• Maintaining and providing comprehensive product information to customers</li> <li>• Understanding and demonstrating customer care and high levels of customer service</li> <li>• Confidently making and closing sales, looking for link selling opportunities where appropriate and identifying new business opportunities</li> <li>• Visit customers as required</li> <li>• Use internal stock control, customer relationship management and sales systems</li> <li>• Represent DMG at trade exhibitions, events and demonstrations and carry out the above tasks as required</li> <li>• Match outputs with customer requirements as appropriate</li> <li>• Adhere to quality processes and procedures</li> <li>• To monitor own progress towards business and individual objectives whilst achieving a relevant qualification</li> <li>• Under the Health &amp; Safety at Work Act 1974 each employee has a responsibility to Health and Safety and must also adhere to their responsibilities as laid out in the H &amp; S policy.</li> <li>• To adhere to ISO requirements as set by the company</li> <li>• Any other related duties as required by the business objectives</li> </ul>
<b>Person Specification</b>	<ul style="list-style-type: none"> <li>• Understanding of motor vehicle mechanics</li> <li>• An understanding of internal stock control, customer relationship management and sales systems</li> <li>• Polite and professional communication style to all stakeholders</li> <li>• Enthusiastic, reliable and flexible team player that conducts themselves professionally</li> <li>• Able to work to deadlines and manage time effectively</li> <li>• High attention to detail</li> <li>• Effective communicator</li> </ul>



<b>External liaison with</b>	Customers, Suppliers
<b>Internal liaison with</b>	All internal departments

Knowledge, Skills, Attitudes and Behaviours required for the role:	
Category	Indicators
<b>Knowledge</b>	Motor vehicle mechanics
	DMG policies and procedures including work instructions
	Customer needs, wants and expectations
	Customer Service
	Commercial Awareness
<b>Skills</b>	High attention to detail
	Good PC Skills
	Planning and Organisation Skills
	Negotiation skills
	Customer Focus
<b>Behaviours &amp; Attitudes</b>	Flexible
	Self-motivator
	Team Player
	Professional
	Proactive

<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>• To adhere to DMG’s Employee Handbook and policies and procedures at all times</li> <li>• To demonstrate and uphold the reputation and values of DMG at all times</li> <li>• To demonstrate a commitment to health and safety and to promote the welfare of all stakeholders</li> <li>• To maintain the responsibility of data protection, ensuring an awareness of all Company policies and procedures relating to data protection and to adhere to any instruction(s) given pertaining to this.</li> </ul>

*I have read, understood and accept that this job description accurately describes my role, responsibilities and competency requirements.*

<b>Name</b>	
<b>Signature</b>	