

Thurlow Nunn

Role Profile	
Valet/Driver (Sales)	
This Job Reports to:	Sales Manager
Who Reports to this Job	
Working with	Sales Team
Overview of this job	<p>Achievements:</p> <ul style="list-style-type: none"> To prepare vehicle to agreed levels, both internally and externally, to facilitate a smooth handover <p>Customer Focus:</p> <ul style="list-style-type: none"> To promote customer interest and enthusiasm in the product and Manufacturer by high standards of presentation
Criteria for Success	<p>This job holder can be measured by:</p> <ul style="list-style-type: none"> Cleanliness of vehicles, internally and externally, together with overall presentation Timeliness of vehicle presentation to meet customer handover schedule
Specific Tasks	<p>This job holder must be able to:</p> <ul style="list-style-type: none"> Park vehicles in allocated areas Check retailer vehicles for possible damage Perform valeting operations according to established procedures Maintain good relationships with customers by meeting and exceeding their expectations Ensure that all health and safety legislation and internal procedures are followed Ensure the maintenance of tools, equipment, and other materials High level of contact with vehicle sales consultants and sales managers Be comfortable in taking direction from others Occasional assistance with driving vehicles to required locations off site Participate fully in measurement and feedback processes, to complete and return personnel documentation on time and to embrace personal training and development opportunities Work to support other team members in the achievement of their objectives when asked to do so or required by their manager Other duties may be undertaken from time to time Duties may change over time and the job-holder will be expected to co-operate where such changes are reasonable

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<p>Knowledge and skills required</p>	<p>This job holder must have knowledge of:</p> <ul style="list-style-type: none"> • Vehicle valeting procedures • Automotive systems (e.g. understanding of basic vehicle layout, function, and location of parts) • Manufacturers products and recent improvements through technical bulletins, training courses and technical magazines etc. • Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial. <p>And be able to:</p> <ul style="list-style-type: none"> • Talk to and greet customers in a professional manner • Drive manual and automatic vehicles • Handle a variety of tasks simultaneously • Demonstrate a willingness to work outside in various weather conditions • Work quickly when checking in and cleaning vehicles • Effectively manage his or her own time • Display a professional appearance and an enthusiastic attitude • Work independently
<p>Competencies</p>	<ul style="list-style-type: none"> • Establishing and Maintaining Relationships • Customer Orientated • Team working • Problem Solving & Decision Making • Continuous Improvement • Results Focused • Integrity • Flexible • Planning and Organising/Team Member • Communication • Numerate • Computer literate • Precise