

## POSITION DESCRIPTION

<b>Position Title</b>	<b>New Vehicle Sales Manager</b>
<b>Department</b>	<b>New Vehicle Sales</b>

### PRIMARY PURPOSE

The New Vehicle Sales Manager is responsible for leading and managing the new vehicle sales team to achieve sales targets and provide exceptional customer service. The main focus of this position is providing leadership and direction to New Vehicle Sales employees, monitoring sales performance and promoting marketing and sales strategies to ensure profitability and customer satisfaction.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES

#### OPERATIONAL/FUNCTIONAL

- Provide excellent customer service when interacting with internal and external stakeholders.
- Provide leadership and direction to new vehicle sales employees to align sales activities with Autoleague's broader business plan.
- Develop and implement sales strategies, including setting targets for finance, insurance, and aftermarket opportunities, to meet and exceed overall business expectations and sales targets.
- Provide training and development to ensure the team has the necessary skills to maintain operational efficiency.
- Monitor and analyse sales performance metrics, adjusting tactics as needed.
- Oversee the daily operations of the new vehicle sales department.
- Recruit, train, and mentor sales staff to maximise performance.
- Set individual and team goals and provide regular feedback and coaching.
- Foster a positive team environment focused on customer satisfaction and sales excellence.
- Ensure a high level of customer service throughout the sales process.
- Resolve customer complaints and issues promptly and professionally.
- Maintain a strong understanding of customer needs and preferences.
- Collaborate with the stock control to ensure optimal stock levels.
- Monitor and manage vehicle pricing, promotions, and discounts.
- Work with the marketing team to develop promotional campaigns and events.
- Utilise digital platforms and social media to enhance sales opportunities.
- Prepare and present sales reports and forecasts to senior management.
- Analyse market trends and competitor activities to identify opportunities for growth.

#### OCCUPATIONAL HEALTH AND SAFETY

- Comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment.
- Ensure all departmental work areas in a clean, hygienic, and safe state always.
- Report and document all incidents, accidents, injuries, hazards, or property damage as per the company policy.

### KEY RESULT AREAS

- Customer service
- Inventory management
- People management
- Reporting
- Sales activities and profitability

## PERSONAL REQUIREMENTS

### KNOWLEDGE AND SKILLS

#### ESSENTIAL

- Strong understanding of all aspects of a vehicle sales operation.
- Highly developed knowledge of the automotive industry.
- Outstanding communication skills and ability to provide excellent customer service.
- Knowledge of sales principles including the ability to profile customer needs, applying sales techniques, and excellent negotiation skills.
- Ability to develop highly effective working relationships by building credibility, respect and rapport with internal and external stakeholders.
- Effective time management and organisational skills.
- Computer literate and proficient in the use of Microsoft Office applications.

#### DESIRABLE

- Strategic thinker. Able to develop plans and provide advice, develop options, analyse risks, make good judgements and solve problems

### EXPERIENCE

#### ESSENTIAL

- Experience as a Sales Consultant in automotive sales with proven sales record.
- Experience managing and motivating a team

### LICENCES & QUALIFICATIONS

#### ESSENTIAL

- Valid Sales licence if applicable
- Current Valid Driver's Licence

#### DESIRABLE

- Relevant vocational qualification.

## KEY BEHAVIOURS

- ☐ Aligning performance for success
- ☐ Communication
- ☐ Initiative
- ☐ Organisational skills
- ☐ Results oriented
- ☐ Team development

## EXTENT OF AUTHORITY

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by the Management. The extent of the authority may alter from time-to-time at the direction of the Management.

## AUTOLEAGUE EXPECTATIONS

It is expected that everyone employed with Autoleague will embrace and demonstrate Autoleague core values of Collaboration, Diversity, Driven, Respect, and Integrity. In addition, it is expected that all Autoleague and individual dealership policies, procedures, protocols, and work instructions will be implemented in a professional and ethical manner. Quality is important to Autoleague, and everyone participates in ongoing quality activities, reviews, and audits. Autoleague has strategic, operational, and individual work plans in place to support employees to achieve the aims of the group.