

Schedule 2: Individual Job Description

Schedule 2 - Position Description

Title: **Business Manager**

Report to: **Branch Manager**

Principal Accountabilities

- Achievement of budgeted revenue and targets as set internally by the CEO and externally by Toyota New Zealand (TNZ) and Toyota Financial Services (TFS).
- Advise and support the Sales Team in financial and administrative requirements.
- Ensure consistent promotion of the benefits to our customers of all products available to the dealership from the Business Office
- Development of business opportunities within the sales department.
- Ensure we always achieve our main purpose of total customer satisfaction by delivering a consistently exceptional & personalised service.

Position Objectives & Goals

- Carry out our McDermid Auto Collective (MAC) Core Values in all aspects of employment.
- Respond in a timely manner to all enquires via all mediums (i.e. face to face, email, phone calls, web/social media etc).
- Achieve monthly, quarterly, and annual targets set out by the Branch Manager.
- Achieve TNZ targets for sales of service plans and warranty products and any other targets (i.e. customer satisfaction).
- Achieve TFS targets for strike rates and sales of all available products and services.

Delegated Authorities

- Placing of orders with suppliers for miscellaneous items as delegated by the Branch Manager.

Responsibility

- Maintain a current knowledge of and comply with all relevant legislative requirements including:
 - Credit Contracts and Consumer Finance Act 2003
 - Consumer Guarantees Act 1993
 - Motor Vehicle Sales Act 2003
 - Personal Property Securities Act 1999
 - Anti-Money Laundering and Countering Financing of Terrorism Act 2009
 - Privacy Act 2020
- Assist New and Used Vehicle Sales Team with assembly and process of all sales deals on time, making sure that documents are obtained, correct, and signed by the customer and appropriate dealership authorities and submitted and filed with the appropriate channels. This includes obtaining knowledge of clear title (no monies owing) on any purchased or traded vehicles.
- Ensure that all financial requirements are adhered to, documentation is signed correctly, emailed for finance company pay out, including relevant documentation is supplied i.e. copy of driver's license, income valuations etc.
- Liaise with Admin department to ensure that documentation can be processed in a timely manner; this includes processing of registrations, change of ownership, retailing of new vehicles and any other monthly target requirements.
- Maintain a current knowledge of competitor finance costs and where competitor finance is being considered by the customer, assist them to compare the costs on a monthly cost basis.
- Ensure that all reports/returns required by the distributor are submitted correctly and on time, namely; fleet claims, advertising claims, special incentive claims and any other one-off returns required by the distributor
- Ensure that known charges/disposals/encumbrances are processed on time appropriately to maintain current reporting and minimising risk.
- Send invoices not personally provided to customers on a daily basis.
- On a daily basis follow up all deals with the appropriate Sales staff (vehicles, parts, service, panel and paint) to ensure that cash receipt objectives and customer satisfaction requirements are met.

- Ensure that all cash received, and vehicle payments are recorded and banked daily, including payments for vehicles are fully received and accounted for.
- Ensure that all monies due from either the customer or the finance company are promptly and fully received and accounted for prior to the release of the vehicle unless authorised by the Branch Manager.
- Advise the Branch Manager on any unusual matters or adverse developments emerging from the current market trend.
- Provide such other information as the Branch Manager may request from time to time.
- Ensure that all incoming customer interactions and enquires are promptly and courteously answered.
- Ensure that sales and administration staff can carry out financial requirements, providing coverage during periods of sickness or holidays.
- This dealership is a team environment and as such some of the jobs listed may be carried out by other administration staff however, overall responsibility lies with the Business Manager.
- Attend all department or staff meetings.
- Always maintain a clean and professional appearance, if a uniform is provided it is expected that this is worn.
- Always comply with the Dealerships Environmental Policy, especially with the handling and storage of any hazardous substances. Recycle/reuse any packaging or material that you can and correctly dispose of any obsolete items. Please seek advice from your supervisor if you are unsure.
- Such other lawful duties as the Branch Manager shall instruct you to carry out from time to time.

Schedule 2A – Position Description

Title **Sales Support**

Reports to **Branch Manager**

Principle Accountabilities

- Maintain our website and online presence to an acceptable franchise level. This includes but is not limited to; Ashburton Toyota website, Trade Me, Facebook, Instagram. Vehicle presentation, photos and description are key.
- Keep all vehicle listings fresh by updating them regularly.
- Assist the sales team/sales manager in day-to-day duties, including some administration.
- Help the grooming team to prepare vehicles to a standard expected of a franchise dealership.
- Help other departments in the dealership with their duties when necessary and asked to by the Branch Manager.
- Check with Branch Manager each morning for daily work plan.

Responsibilities

- Keep your workspace tidy and clear of hazards at all time.
- Report any damage to vehicles or property that you find to the Branch Manager
- Always maintain a clean and professional appearance.
- Attend department and staff meetings when required.
- Always comply with the Dealerships Environmental policy, especially with the handling and storage of hazardous substances. Recycle/reuse any packaging material that you can and correctly dispose of any obsolete items. Seeking advice if you are unsure.
- Always liaise with all staff in a helpful and courteous manner.
- Adhere to the Toyota New Zealand (TNZ) terms of trade advertising standards. These can be obtained from the Branch Manager.
- Complete all tasks in a safe manner, wearing any personal protective safety equipment supplied. (refer Health and Safety Policy and/or equipment procedures).
- At all times represent the company in a professional manner which advances the interests of the company and its employee's.