

Automobile Sales Consultant (Accra & Takoradi)

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Company: BusinessGhana

Location: Takoradi

Category: other-general

1. A minimum of 3 years' experience in a similar role
2. Good leadership and communication skills
3. A self-motivated candidate with the ability and potential for growth
4. Competency with Microsoft suite

To achieve monthly individual sales targets and conversion ratio set by the Dept. Head.

To ensure to update daily customer visits, hot prospect, lost order in DSR.

To actively participate in all sales campaigns and marketing activities to enhance the sales.

To achieve higher customer satisfaction index and handle customer queries or complaints and reports to the Team Leader / Dept. Head.

To propose and follow up with finance companies for credit approvals for the customers and convert to the sales.

To ensure a good product knowledge and information about the competition models features. Utilize information to improve the sales conversion ratio.

To ensure that the customers visiting showroom are received courteously and given priority in attending.

To develop long term customer relationship to enhance the sales.

To demonstrate the strengths of our products vis-à-vis competition to close the sale.

To offer and conduct test drives with every customer's visited & walk-in showroom customers.

To ensure that the car delivery to the customer is made as committed and perfect delivery process is followed.

To make telephone calls to the customers for post-sale follow up as a part of sales process.

To use a delivery checklist and deliver vehicles in perfect order, (Perfect delivery).

To introduce customers to members of the Parts and Service team.

To contact all customers within 3 days of vehicle delivery to ensure total satisfaction.

To establish and maintain a customer record and customer follow up system.

To work with the Service department to provide customers the best possible treatment before, during, and after the sale.

To maintain professional attire according to dealership policy.

To actively participate in Marketing activities and training programs as requested by management.

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