



TPS Parts Sales Executive

Role Profile

Job purpose

To achieve allocated sales targets, develop and maintain long term relationships with customers, and provide expert knowledge, advice and support to customers. Professionally represent the TPS brand and be a brand champion.

Key responsibilities

Selling

- Achieve personal target KPI's and revenue objectives with target customer sets
- Accurately identify parts to meet the customer sales requirements
- Utilise all product promotions effectively to achieve specific targets set
- Identify and exploit all upsell opportunities thereby growing overall sales figures
- Maintain own knowledge levels on new or updated parts through the completion of appropriate training courses and reading information from bulletins, catalogues, parts updates, special offers, recalls etc.
- Ensure you are adequately trained and understand the Unique Selling Proposition of the TPS brand, the "Features and Benefits" of the TPS product range especially the genuine vs non-genuine aspect, and how to overcome sales objections
- Record and feedback lost sales opportunities to the Sales Manager

Customer

- Ensure you provide a high level of customer service at all times
- Be aware and always aim to improve the Customer Satisfaction scoring for your Centre
- Build strong relationships with your clients by making relevant and regular contact with them on the phone and via face to face visits
- Provide a high level of service to customers – through understanding their requirements, responding to requests, progressing orders and providing expert advice
- Where applicable, ensure that trade customers that visit the TPS Centre are dealt with efficiently and quickly
- Identify and record customer delivery requirements and communicate to the rest of the TPS Centre team
- Resolve any customer concerns or complaints professionally, seeking additional support where necessary
- Maintain a professional and smart appearance at all times, and conduct business with the highest level of integrity and professionalism
- Ensure that a regular review of all customer discounts are carried out and the appropriate discount is applied based on
- Maintain accurate customer records and adhere to the Data Protection Act when handling this data



- Provide timely communication to customer's on their credit status
- Ensure any customer complaints / disputes are handled professionally and swiftly

Communication

- Assist, liaise with and support the TPS Centre team to ensure good working relationships and delivery of excellent customer service
- Work with the Sales Manager and others to achieve sales targets and provide a joined up approach to sales
- Feedback customer comments to the Sales Manager to continually improve customer experience
- Ensure that customers are aware of their credit situation and if credit escalations are required, follow the TPS Guidelines in the Operations Manual

Systems and processes

- Handle incoming calls and customer enquiries within KPI's, using the approved greeting
- Ensure the proper and accurate use of all systems (e.g. use of EKTA/vin-lookup to search and order parts)
- Complete all required documentation accurately and promptly
- Deal with all cash and credit card transactions in line with TPS Guidelines in the Operations Manual
- Maintain a clean, tidy and efficient working environment
- Ensure compliance with business standards and processes, financial, legal and ethical guidelines (including Warranty)
- Source additional parts from other Centres or outside the TPS network when necessary

Key competencies

- Genuinely TPS
- Customer Experience
- Managing Self
- Operational Effectiveness

Experience and knowledge

- Previous experience in a parts or distribution operation involving regular telephone contact with retail or trade customers or experience of selling in a fast paced and/or telesales environment
- Ability to build strong and trusting relationships
- Ability to relate well to others and work as part of a team
- Excellent communication skills and telephone manner
- Good IT skills
- Demonstrates excellent attention to detail and accurate record-keeping



Additional Investor Responsibilities

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Name:

Signature:

Date: