



Sales Manager: Role Requirements & Responsibilities

Summary: Responsible for client relations through sales and leading the team while maintaining the vision of Clafin Auto. As a manager you will be responsible for leading others; leading from the 'Why' of Clafin Auto. *"Clafin Auto exists to bring our Passion for People and Cars together through Authentic Relationships and Quality Automotive Repair."*

This full-time, exempt position regularly works Monday - Friday. Reports to Clafin Auto Partners.

Essential Duties and Responsibilities include, but are not limited to the following:

Leading the Team

- Responsible for leading, overseeing and directing technicians ensuring that they maintain the vision of Clafin Auto.
- Maintaining and growing the team of technicians (individually and as a whole), assisting them as needed for continued success in their role.
- Dispatching tickets, managing workflow, and following up on work completion.
- Responsible for maintaining a positive and productive culture among all teammates. Encouraging each other and supporting the technicians so they can perform with excellence.
- Lead regular team meetings in collaboration with Tony and Leah.

Customer Service

- Greet every client within 10 feet of you – smile & say hello.
- Answer the phone with appropriate greeting. Return voicemails and missed calls promptly.
- Work hard to make every client experience a great one in whatever way you can. Clients have many options and they chose to come to us. Ensure you give them a reason to return.
- Maintain a fun, professional atmosphere where both staff and clients feel welcomed and cared for.
- Ensure that clients understand all of their options for the maintenance/repair of their vehicles that are being recommended or requested.

Inspections

- Perform full advisor inspection on all vehicles prior to pulling them into the shop documenting any damages with photos on the report.
- Document all trouble codes, from the inspection report or verbalized by the technician, on the workorder.
- Review inspection findings with technician to ensure the sale is accurate according to the technician's findings.
- After the inspection review with technician, edit and make any changes needed prior to sending the client a copy.

Day to Day Operations

- Ensure that store is open on time and ready to receive clients, stay until close or until the job is completed, whichever is later, unless otherwise specified.

- Review the sales numbers and goals for the day ensuring they are clear, and we are hitting our goals for the day/week.
- Maintain client schedule ensuring appointments are reviewed and tickets are created prior to their arrival and any possible conflicts or issues are communicated with the technicians.
- Check in and check out vehicles, drive vehicles to arrange parking, test drives with clients as needed.
- Maintain technician schedule ensuring technicians are given the proper amount of time to complete repairs as to provide excellence to our clients.
- Provide support to and keep open communication with technicians to keep the day moving and on track.
- Stay familiar with the different warranty companies that we accept and have a basic understanding of coverage and client responsibilities.
- Standard paperwork is completed by the end of the day including parts bills, special order parts requirements, and returns.
- Warranty company paperwork is submitted for payment and follow ups are completed.
- End of day reports and credit card settlement match. Reconcile cash/checks placing deposit in envelope with sales date then deposited into safe.

Center Upkeep

- Keep workspace, front reception area, waiting room, and bathrooms clean and free of clutter.
- Assist with shop maintenance, stocking, and overall appearance as needed.
- Ensure oil and tire recycling, lift inspections, and machine requirements are met.

Additional Duties

- Follow all center policies and procedures.
- Review monthly\weekly goals and have a clear understanding of the needs for meeting them.
- Pursue additional training opportunities on a regular basis as agreed/recommended by owner.
- Follow up on other items that may be asked of you from time to time.

Competencies Required: To perform successfully, the following competencies should be demonstrated:

- **Interpersonal Skills:** Uses effective relational skills and emotional intelligence to build trust for collaborative and accountable work environment, approaches others tactfully using understanding; reacts well under pressure, exercises discretion and confidentiality with sensitive information.
- **Excellent Communication:** Good verbal and written communication skills with fellow employees and clients. Clearly and concisely communicates effectively through written or verbal channels; checks for understanding and clarity; able to communicate simple to complex matters in relatable ways.
- **Automotive Knowledge:** A well-rounded knowledge and understanding of vehicle parts and functionality, services, and maintenance schedules on a variety of vehicles.
- **Action-Oriented:** Actively motivates self and others to initiate action as needed and is willing to plunge into tasks/projects despite difficulty or uncertainty; works in an efficient and optimistic manner to achieve company goals.
- **Collaboration:** Works with others to achieve common goals; creates win/win solutions to issues; a relationship builder in team-focused environment where people come first.



- **Flexibility and Adaptability:** Adapts and responds positively to changing circumstances and competing demands; able to deal with frequent change, delays, or unexpected events.
- **Computer/Technical Skills:** Experience communicating through digital platforms. Basic understanding of POS systems with capability to learn and use our current system with proficiency.

Physical Requirements: To perform successfully, the following physical demands are a part of this role:

- Ability to remain standing up to 75% of the workday.
- Must be able to frequently walk to communicate between front and back shop as well as clients in the showroom.
- Frequently ascends/descends stairs to retrieve parts.
- Ability to move parts up to 50lbs and occasionally push a vehicle with assistance of teammates.
- This position requires constant conversations with clients and teammates. Must be able to accurately express and exchange information in person, over the phone, and electronically (email, text, etc.).
- Ability to constantly use computer, office equipment (copier, phones, etc.) and operate vehicles.
- Must be able to detect noises being described to you by client.
- Must be able to identify and review digital inspections to assess needed repairs and maintenance.