

Job Description: New Vehicle Sales Administrator

Reporting to: Office and Operations Manager

Hours of Work: Monday to Friday – 8.30am – 5pm

Location: Van Sales UK, Kings Weston Lane, Avonmouth

Details of the role:

At Van Sales UK we aim to provide the best possible sales service and customer experience along with the best prices in the country when it comes to commercial vehicle sales, leasing or contract hire.

We sell and lease vehicles to customers across the whole of the UK from Lands End to John O’Groats.

Our expectations of a New Vehicle Sales Administrator are:

- To provide detailed customer service and sales service to new and current customers following their purchase of a vehicle
- To undertake full training to ensure this knowledge is continually developed and expanded
- To support New Vehicle Sales Consultants on a daily basis
- To ensure customers are updated on a weekly basis following the order of their vehicle
- To ensure all customer information is added to QuoteVine (VSUK’s CRM system)
- To keep a full record using the CRM system of all orders and their current status, this consists of making sure orders are signed in a timely manner
- To inform the Sales Consultant and Customer of any issues or delay with their order
- To ensure vehicles are booked in for any work due prior to delivery and to ensure the vehicle ready for delivery.
- To prepare all paperwork prior to customer delivery and ensure all copies received back prior to handover or delivery of vehicle.
- To ensure follow up calls have been made after handover/delivery
- To undertake in personal business review each month with your line manager
- To be a Brand Ambassador for Van Sales UK – We pride ourselves on our customer service and you will be the first and last point of contact for your customers

What you can expect in return:

- Full training on Administration and Vehicle Finance
- Supportive, nurturing management
- The opportunity of promotion as we organically grow all of our staff here at VSUK
- A friendly place to work
- Free Parking
- 22 Days Holiday, plus Bank Holidays

We really do welcome you to the team here at Van Sales UK and we look forward to taking this journey together – ensuring you become a successful Administrator here with us. Anything we can do to assist you and your development we are on hand to help at any turn in the road!



Chris Jakeways
Director
Van Sales UK