

**Position:** Sales BDC  
**Dealership:** Langley Chrysler  
**Employment Status:** Full Time  
**Department:** Sales Department  
**Reporting to:** Internet Sales Manager

**Position Summary:**

Reporting to the Internet Sales Manager, the Internet Sales Assistant works directly with the Sales Consultants and customers to generate internet leads and turn them into physical appointments.

**Primary Duties and Responsibilities:**

- Respond to all incoming internet leads and maintain a service standard with a maximum of 10 minutes response time
- Execute an internet lead process map on how/when leads should be handled
- articulate vehicle selection, attributes, model options, features, purchase and finance options, and dealership policies/services on website and to internal/external customers
- Ensure all lead information is inputted into Dealer Socket CRM
- Utilize Dealer Socket CRM to follow-up on unsold internet leads for a period of 90 days
- Distribute internet leads throughout the sales floor as instructed by the Internet Sales Manager
- Compile and provide bi-weekly reporting on all internet department performance metrics, including closing ratios, average response times, appointments booked and other metrics as requested by the Internet Sales Manager
- Pull all necessary data and background checks to build pre-owned vehicle binders
- Perform online sales assistant relief when required
- Remain abreast on all product knowledge, finance options, promotions, value-add products/services, servicing plans, and industry trends
- Perform any additional duties as outlined by management

**Qualifications:**

- A proven track of success in an fast paced administrative role
- Excellent interpersonal and relationship-building skills
- Excellent written and oral communication skills
- Ability to communicate in English fluently (written and verbal)
- Excellent organizational skills
- Excellent customer service skills with the desire to exceed expectations
- Ability to excel in time management whilst in a fast paced environment
- Ability to effectively respond to and meet the needs of a diverse client base
- Computer Skills /Internet Savvy - MS Office, Outlook, Dealer Socket, Craigslist etc.
- Ability to operate a manual and automatic transmission
- Valid Class 5 driver's license with a clean driver's abstract

## **Benefits:**

As part of Trotman Auto Group's culture and vision, we believe success comes from great people within the organization that are knowledgeable, inspired and love what they do; people who do not only attain their personal and collective goals, but live and work to their full potential.

- Competitive compensation and benefits packages
- The ability to grow within an expanding and progressive dealer group
- A healthy and safe work environment
- A fun work environment with many social events
- Ongoing training through TAG university