



MARATHON MOTORS

Business Development Coordinator

Updated Oct.2020

Marathon Motors Inc. is a small privately owned and family run used car dealership servicing the Suffolk County area. As a business we are consistently growing and looking to expand our team to handle the customer volume we bring in. We are looking to gain an additional BDC to our business to assist with scouting of customers and being the front-line of our sales operations team. Chance for advancement in the business and possibility of becoming a full-time role.

Job Title	Business Development Coordinator (BDC)	Department	Sales Ops Team
Job Type	Part-time	Reports to	Sales Ops Manager
Location	Saint James Dealership	Schedule Shift	Monday through Friday (rotating Saturday)
Pay Type	\$15 hourly plus Commission	Scheduled Hours	2pm thru 7pm
Overall Purpose of Job	We are seeking an Experienced Automotive BDC Sales Representative to become an integral part of our team! You will gauge sales opportunities and provide extensive customer service to all clients. BDC department is responsible for all incoming sales calls, internet leads, and appointment confirmations. Provide a professional and efficient first point of contact for customers, ensuring they receive a first-class service while optimizing sales opportunities. Please be prepared to provide details on your previous production as a BDC Representative!		
Main Duties	<p>Educate and sell company products and services to new and existing customer clients. Reach agreed upon sales targets by deadline, close and follow up on sales transactions. Process all incoming orders received via telephone, email, live chat or web, responding quickly and efficiently and up-selling wherever possible. Maintaining communication with customers on several internet applications, sites and active on several portals throughout the day. Network and build relationships with new and existing client base. Greeting customers that walk into the dealership, assigning a salesperson if they are not scheduled to meet with one. Cold call telemarketing re-introduction calls for past inquiries for customers interested in purchasing a used car. Calendar maintenance for the Sales Ops Team, scheduling sales appointments and rescheduling late walk in customers. Provide administrative support to the Sales Operations Team and a liaison between Sales Ops & Dealer Ops Team. Ensuring all processes are implemented effectively and standards of performance attained. Handling Commercial presence of the dealership on different social media platforms and responding to positive and negative reviews. Investigate and resolve customer issues and complaints. Report and communicate to customer service representatives when issues on our service sites occur or changes are to be made. Enter all instant purchase orders on the system, ensuring customer information, payment info, prices and discounts are accurate, issuing order confirmations to customers. Maintain an accurate database of customer information including contact details, product preferences and any special terms in Dealer Center & CarNow site. First point of contact with delivery suppliers, vendor representatives and mailpersons. Any other duties that may be required from time to time for the smooth running of the business.</p>		
Requirements	<p>Bilingual English and Spanish fluent – speak, read and write for this position. Strong negotiation skills and ability to build a rapport with clients. Administrative and computer literacy skills with over 4 years of experience required. Sales and telemarketing experience preferred with a minimum of two years having worked in the environment. Automotive experience preferred but willing to train for the right candidate. Customer Service driven and ability to problem solve situations. Highly organized with eagerness to improve. Experience with multi internet portals and social media applications is a plus. Work with all levels of employees, respectful and professional demeanor with drama free behavior. Strong multitasking skills with willingness to take initiative.</p>		
Note	<p>Experience as a BDC with a prior dealership fully trained is a plus and up for compensation negotiation based on experience. A criminal record search and background check with employment verification is part of the hiring process. Benefit including vacation, sick days 401 k retirement plan available. BDC agents receive an hourly base salary plus commission for appointment confirmations that show and sales from a worked internet lead or phone up. Commission and Monthly Commission Bonuses are well above average and best in the city.</p>		