**JOB DESCRIPTION**

**ACCESSORY DELIVERY COORDINATOR**

**JOB TITLE:** Accessory Delivery Coordinator

**OBJECTIVE**

Sells vehicle accessories and aftermarket services. Ensures customer satisfaction by professionally delivering vehicles to customers.

**PRIMARY RESPONSIBILITIES**

* Maximizes the profitability of each sale by selling vehicle accessories and aftermarket services and ensuring 100 percent turnover to F&I.
* Works with dealership departments and outside vendors to develop profitable but competitive pricing structures for aftermarket products and services.
* Verifies that all sales documentation and related paperwork have been correctly and fully completed.
* Supervises delivery preparation of all sold vehicles, ensuring that purchased options have been correctly installed and that all features are fully operational.
* Coordinates delivery of vehicles to customers, provides a tour of dealership facilities, and introduces the customer to appropriate dealership personnel, including service manager or available service advisor.
* Develops, implements, and maintains an owner follow-up program to encourage repeat and referral business and ensures that every customer is satisfied with the delivery and performance of their car. Establishes procedures for addressing customer concerns or complaints promptly.
* Encourages new business by developing, implementing, and monitoring a successful customer tracking and prospecting system.
* Maintains frequent contact with the manufacturer and other vendors to understand current leasing, sales, and incentive programs thoroughly.
* Helps salespeople close deals when necessary.
* Maintains professional appearance.
* Other tasks as assigned.

**ADDITIONAL RESPONSIBILITIES**

[If applicable.]

**SUPERVISORY RESPONSIBILITIES**

[If applicable.]

**QUALIFICATIONS**

an individual must perform each essential duty satisfactorily To perform this job successfully. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and EXPERIENCE**

* No prior experience or training.
* Less than high school education; or up to one-month related experience or training; or equivalent combination of education and experience.
* High school diploma or general education degree (GED); one to three months related experience or training; or equivalent combination of education and experience.
* One year certificate from college or technical school; or three to six months related experience or training; or equivalent combination of education and experience.
* Associate degree (A.A.) or equivalent from a two-year college or technical school; or six months to one-year related experience or training; or equivalent combination of education and experience.
* Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience or training; or equivalent combination of education and experience.

**VERBAL SKILLS**

* + Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
  + Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the dealership.
  + Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the public.

**MATH SKILLS**

* + Ability to add, subtract, multiply and divide into all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
  + Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of math.

**REASONING ABILITIES**

* + Applying common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
  + Ability to apply common sense understanding to complete written, oral or diagram instructions. Ability to deal with problems involving several concrete variables in standardized situations.
  + Ability to solve practical problems and deal with concrete variables in situations where only limited standardization exists. Ability to interpret various instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATION and LICENSE**

* State Sales License
* Valid Driver's License

**PHYSICAL REQUIREMENTS**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Job Title:** Accessory Delivery Coordinator

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_