TITLE: Showroom Receptionist/Greeter

REPORTS TO: New-Vehicle Sales Manager

POSITION INFORMATION:

The Showroom Receptionist/Greeter is a front-line representative for the dealership. S/he greets customers as they enter the showroom and directs them to the appropriate party in accordance with dealership policies and answers basic inquiries.

DUTIES AND RESPONSIBILITIES:

(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)

E( ) M( ) Greet showroom customers and determine the nature of their visit.

E( ) M( ) Direct customers to the correct department, notify the appropriate salesperson that a customer is waiting, or introduce the customer to a salesperson.

E( ) M( ) Obtain basic demographic information about each customer, using an ''ups'' card, a computer system, a log sheet, or other method established by the dealership.

E( ) M( ) Answer basic customer inquiries and refer more extensive inquiries to the appropriate person.

E( ) M( ) Hand out brochures and other information to customers.

E( ) M( ) \* Enter data into computer-operated prospect tracking system.

E( ) M( ) \* Serve as telephone back-up.

E( ) M( ) \* Serve as clerical back-up.

*\*(Dealer: If your Greeter is required to perform any of the three functions listed above, or any others, make sure that you include the relevant qualifications in the Essential and Marginal Functions, Qualifications, and Working Conditions sections.)*

E( ) M( ) Greet customers in the service department during morning rush hour and obtain basic customer information.

QUALIFICATIONS:

Ability to read and comprehend instructions and information. Excellent oral communication skills. Professional personal appearance. Ability to work comfortably with the public. Ability to communicate customers' interests, needs and requests to management and sales personnel.

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WORKING CONDITIONS:

Will stand during most of the shift, mostly indoors. Will move about the showroom, introducing prospects to salespeople.

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NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer