

SALES REPRESENTATIVE

Collision Care Xpress is growing! We are seeking a **Sales Representative** to help our customers through the process of getting their vehicle repaired after an accident. Collision Care Xpress is a full-service collision center providing the latest auto body repair for gas and electric vehicles from modern 80,000 sq ft facilities in central Broward County. The ideal candidate will flourish in a fast-paced and professional workplace that values positive, friendly attitudes. Collision Care Xpress is committed to your success and invested in your future. We provide the opportunities, resources, and support you need to grow and develop professionally.

Position Overview/Job Summary:

As a **Sales Representative** you'll be the initial point of contact for the customer, working directly with current and potential customers demonstrating a friendly, accommodating, cheerful attitude. Your goal is to effectively convert prospective customers into lifelong customers. Must be well-groomed, outgoing and able to get along with others. You will also take great pride in using your excellent communication skills and empathetic nature to help customers through the process.

Duties & Responsibilities:

- Greeting customers and discussion repair options
- Educating customers on the process of vehicle repairs, insurance procedures, customer rights, repair techniques, safety and value
- Determining repair needs based on customer information, vehicle walk-around, inspections and test drives
- Participate in developing a proper repair plan for each vehicle
- Asking for the sale on all estimates
- Meeting or exceeding targeted sales goals as well as targeted customer satisfaction index
- Producing repair orders for customers, including cost and time estimates, with full transparency
- Communicate effectively with others, verbal and written (must respond to emails)
- Obtain all authorizations from customer to complete repairs
- Inspect vehicle with customer upon drop-off
- Input estimate and corresponding notes/paperwork into CCC One database
- Following up with customers to ensure we have met their expectations and ask for referrals
- Gaining superior product knowledge to effectively help customers
- Ensuring that all administrative processes are handled in a timely and correctly
- Coordinates with technicians to confirm all aspects of the damages are identified
- Obtain accurate customer contact information

Qualifications:

- Must be at least 18 years of age
- Must hold a HS diploma or equivalent
- Valid driver's license required
- Ability to provide clear, concise information in writing, via phone, email and in-person
- Understanding basic parameters of collision repair as well as insurance programs (e.g., DRP and non-DRP)
- Prior sales experience preferred
- CCC One database experience preferred but not required
- Experience with and able to work with technology

Working Conditions:

Will work in an office and outdoor setting and will be required to move throughout the 80,000sq ft facility to greet, escort, and assist customers. May be required to work weekends, evenings, and holidays at direction of management.

Opportunities for Career Growth:

Our associates have many choices for career growth and development after success in a **Sales Representative**.

Future opportunities may include:

- Customer Service Representative
- CSR Director

- Automotive Collision Repair Estimator
- Parts Department Representative