

Pre-Owned Business Administrator

The Company

The Jim Pattison Group is the second largest privately held company in Canada. With over \$10 Billion in sales, the company is well diversified with several operating groups including Jim Pattison Lease. Jim Pattison Lease has been operating in Canada since 1961. Headquartered in Burnaby, British Columbia, Jim Pattison Lease has additional branches in the cities of: Victoria, Vernon, Calgary, Edmonton, Winnipeg, Toronto, Montreal and Dartmouth. Retail vehicle sales centres are located in Burnaby, Calgary and Dartmouth giving our customers the ability to purchase our well maintained off lease vehicles. Jim Pattison Lease is Canada's leader in customized fleet management, providing vehicle fleet leasing, vehicle remarketing (through both wholesale and retail channels) and fleet management solutions for commercial enterprises.

Position Description

Reporting to the Remarketing Manager, the pre-owned business administrator plays a key role in the success of our retail sales department. The right candidate has a heightened understanding of retail automotive sales and will work closely with the F&I department to ensure our customers receive the highest level of customer satisfaction possible. The role will also work closely with and give support to the sales consultants when needed. This position will also oversee all aspects of our social media marketing as well as report on any current or upcoming trends.

Position Responsibilities and Accountabilities:

- Embrace Jim Pattison Lease's mission to help deliver prompt and superior customer service
- Field customer calls and handle their requests in a timely and effective manner
- Ensure paperwork is complete and passed on to the appropriate departments as necessary
- Assist the Business Manager with credit applications, warranty remittance, bills of sale, bank funding, insurance contracts, delivery setup and customer vehicle registration needs
- Maintain ongoing communication with customers regarding financing and all other purchase requirements
- Provide support to the retail Sales Consultants when necessary
- Maintain daily communication and provide reporting.
- Problem-solve issues with respect to customer sales



Canada's Leader in Customized Fleet Management

- Assist with communication, process improvements and regional best practices
- Take part in regular meetings with the Remarketing Manager and Retail Sales Team to maintain company communication, delegate tasks and manage workloads for optimal team performance
- Provide testing and support for new company processes and IT system initiatives
- Support and assist the Remarketing Manager, as required

Requirements, Key Attributes and Skills:

The individual in this role must possess the following skills and attributes:

- Minimum 2-3 years of retail automotive selling experience is required
- Experience and knowledge of automotive finance, insurance and warranty
- Valid driver's license
- Provide drivers abstract report
- AMVIC licensed
- Highly motivated to provide exceptional customer service
- Able to shift gears quickly to exceed customers' needs
- Willingness to learn and take on new challenges
- Strong interpersonal and time management skills
- Positive, enthusiastic and confident
- Solid organizational capability, ability to multi-task and excellent attention to detail
- Flexible and responsive with the ability to exercise good judgement
- Aptitude and willingness to perform as part of a team as well as individually
- Excellent communication skills both written and verbal
- Proficient in MS Word, Excel, PowerPoint and Outlook

Interested candidates should email their resume to
greatcareer@jplease.com