

**Job title:** Hostess  
**Department:** Sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

<i>Acts as front line contact with customers. Welcomes customers as they arrive in the show room, answers basic questions and refers them to the individuals concerned.</i>

**The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.**

- Welcomes customers and inquires as to the purpose of their visit.
- Obtains all basic demographic information about each customer and notes it down, using the dealership's sales control system.
- Distributes brochures and other documentation to the customers.
- Answers basic questions raised by the customers. Refers more complex questions to the individuals concerned.
- Refers customers to the appropriate department, notifies the sales advisor concerned that a customer is awaiting him/her or introduces the customer to a sales advisor.
- Welcomes customers visiting the after-sales department at peak times in the morning and obtains basic information about this clientele.
- May be called upon to maintain a customer follow-up system after a customer's first visit to the sales department, together with the sales advisors and/or the sales manager.
- Actively participates in various customer service files (information meetings...).
- Helps the renewals and/or customer follow-up supervisor by making telephone calls, as requested.
- Replaces the receptionist, as necessary.
- Acts as backup office clerk.
- Supports the sales manager, when necessary.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

## SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

## JOB REQUIREMENTS

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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***N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.***

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**Job title:** Delivery Clerk  
**Department:** Sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Ensures customer satisfaction by delivering vehicles to customers in a professional manner and performing various support duties, at his/her supervisor's request.*

The **MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

- Supervises the preparation for delivery of all vehicles sold, ensuring that the chosen options have been correctly installed and that all the features are fully functional.
- Coordinates vehicle deliveries to the customers, invites them to visit dealership facilities and introduces them to the appropriate personnel, including the after-sales manager and advisor.
- Ensures that all customers are satisfied with the delivery and performance of their cars.
- Promptly handles customer problems or complaints, and immediately notifies the sales manager.
- Actively participates in the owner follow-up program to promote customer loyalty.
- Actively participates in various customer service files (information meetings...).
- Replaces the receptionist, as necessary.
- Welcomes clientele to the sales or after-sales departments, as necessary.
- Supports the sales manager, when necessary.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

### **SECONDARY TASKS**

- *Description of one or more secondary tasks to be added, according to your needs.*

## **JOB REQUIREMENTS**

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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