



DBA Value Auto Auction

Position Description

Position Title: Inside Sales Customer Service Rep

Job Code: N/A

Salary Grade: N/A

Department: Sales/Registration

Reports to: Registration Manager

FLSA Status: Non-Exempt

Date: September 29, 2022

Job Summary: Represents the company by communicating professionally with dealers while offering education and sales of appropriate services while assisting customers, visitors, and employees with questions relating to Value Auto Auction.

Primary Responsibilities:

1. Contacts dealers via telephone, email, or text message to participate in the Thursday sale at Value Auto Auction.
2. Directs callers to appropriate department of personnel based on needs.
3. Educates customers by explaining processes and procedures.
4. Complete daily call logs accurately.
5. Assist the outside sales team via text, phone, and email by providing reports from ASI and in-house.
6. On sale day work IF deals.
7. Performs all other duties as assigned.

Knowledge, Skills, and Abilities Required at Time of Hire:

1. Exceptional verbal and written communication skills; ability to express information clearly.
2. Proficient in Microsoft office and computers.
3. Conducts work in a timely manner, with the ability to prioritize; reduces inefficiencies and enhances effectiveness.
4. Ability to work independently as well as in a group setting.
5. Ability to troubleshoot problems, evaluate options and implement solutions.
6. Ability to analyze information and make effective decisions.
7. Dedicated to providing exceptional customer service; interacts with people in a professional manner and uses good etiquette; searches for ways to improve service and sales.
8. Conflict resolution skills.
9. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
10. Ability to handle constructive feedback and implement an appropriate action plan.

Education and Other Requirements:

High School Diploma or general education degree (GED) is required. along with less than one-year related experience or training; or equivalent combination of education and experience.

Certificates and Licenses:

- A Valid driver’s license is required of every Akron Auto Auction employee, along with an insurable driving record.

Job Context:

1. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, and talk or hear.
3. Job is performed five days a week Monday, Tuesday, Wednesday, Thursday, and Friday.

Performance Indicators:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acceptance of Responsibility:

I, _____ have reviewed the above job description and fully understand the conditions set forth therein, and as employed as the _____,

I will perform these duties to the best of my knowledge and abilities.

Employee Signature

Date