

## Variable Operations Management Trainee Program

### Position Overview

**Job Type:** Full time – Schedule as follows:

Week 1: M 8AM-6PM / T 9AM-7PM / W 8AM-6PM / TH 12PM-8PM / F 8AM-6PM / S Off

Week 2: M 12PM-8PM / T 8AM-6PM / W 9AM-7PM / TH 8AM-6PM / F 8AM – 6PM / S 8AM-430PM  
(you will also have every 6<sup>th</sup> Monday off).

**Salary:** Starting at \$64,000 + bonus

**Benefits:** Life & Disability, Vision, Dental, Prescriptions, Retirement Savings Plan, Employee Discounts on New & Used Vehicles and Parts & Service Discounts

**Location:** 34 Water Street, Summerside, PE

**Training for the Position:** On the job & formal training provided

**Physical Requirements:** Long periods of time on your feet

### Required Experience

**Education:** Bachelor Degree & Meets Eligibility Requirements of Skill PEI's Graduate Mentorship Program:

- unemployed and a recent post secondary graduate within the last five years;
- looking for full time employment
- legally authorized to work in Canada (Canadian citizen or permanent resident)

**Other:** Valid Driver's License

**Hiring Process:** Final 3 candidates will be required to complete a 3-day seminar.

***Township Chevrolet Buick GMC is the premier new vehicle automotive dealership in PEI. As the largest new and used vehicle retailer in the province, Township represent the Chevrolet, GMC and Buick brands. It also carries a wide selection of pre-owned vehicles featuring various makes and models. In addition to being in the top 3 best and most Google reviewed and rated dealerships in Atlantic Canada, Township has received various awards by its manufacturer for both sales volumes and customer satisfaction in both sales and service. We provide an online and physical environment for people to learn, experience, and purchase world-class vehicles, in a comfortable, transparent and low-pressure environment. Where customers are taken care of during their ownership experience by a special group of people focused on service by constantly adding massive value at every interaction.***

Township Chevrolet Buick GMC has an opportunity for those looking to make a career in the retail automotive industry. Our Variable Operations Management Trainee Program will help develop and grow well-rounded leaders in our Sales Department.

Whether you see yourself in vehicle sales, finance & insurance, business development, customer service, retail management or operations, as the Variable Operations Management trainee, you can count on a career path with a clear beginning and an open end that is full of opportunities. With training, development, mentoring and a culture of promotion within, you'll always be progressing with us at Township.

Only those who can display the successful characteristics needed for the role will be offered this opportunity.

## Variable Operations Management Trainee Program

What you will learn through this program:

### Foundation: Business Development Training

You will hit the ground running in our Business Development Centre, learning how the department works to bring more business to the dealership. You'll spend time learning best practices and developing skills to use when interacting with customers on the phone and online, with the goal of creating an appointment for them to visit the dealership. We'll even show you how to create eye catching social media posts that are engaging, and most importantly, effective.

### Foundation: Product Specialist Training (Automotive Sales)

If you don't know anything about vehicles or how to sell them, no sweat! During this section of training, you'll spend time learning the different makes/models/trim levels of each new Chevrolet, Buick and GMC vehicle. Once you have a good handle on the types of vehicles we sell, we'll jump right into learning the Township sales process. We will start with the basics like how to do a proper greeting and work all the way up to learning how to build and maintain your own customer base. We'll show you the ropes and give you all the tools you need to absolutely crush it in sales.

### Foundation: Business Manager Training (Finance & Insurance)

Once you have the sales process nailed down, we'll move you right along into the Business Manager role, where you will spend time learning how to be a complete rockstar in all things finance and warranty related. You will work closely with the customer and the 20+ lenders Township does business with, leaving no stone unturned when it comes to getting customers into their dream vehicles. We'll also train you in all protection products we have to offer our customers and how you can tailor them to fit your customer's needs and lifestyle.

### Foundation: Sales Manager Training (Assistant Sales Manager)

Once you have experience working successfully as both Product Specialist and Business Manager, we'll start moving you along into the Assistant Sales Manager role. Here, you will learn how to do some of the activities of a Sales Manager such as: how to take incoming sales calls, how to appraise vehicles, learn the process of ordering vehicles, desking deals for used vehicles and we will teach you how to effectively hold 1-on-1 sessions with your future sales team.

### Foundation: Sales Manager Training

By now, you will have enough training, experience, and expertise required to become a full-fledged Sales Manager at Township Chevrolet. This means you'll be responsible for all your own deals as well as having a thorough understanding of the sales activity numbers and benchmarks. Using the knowledge and skills you've learned along the way, you can hold your own team of Product Specialists accountable by meeting daily 1-on-1, host effective Sales meetings and training sessions.

### **Key Performance Requirements:**

- Delivery 15-18 units per month with 50% being self-generated
- Achieve F&I targets
- \$0 in incentive receivables over 90 days
- Customer Satisfaction at 97.5% or higher
- Generate 25-30 deals per month as a desk manager

### **Key Responsibilities:**

- Generate 15 sales appointments per month
- Complete all CRM tasks assigned
- Execute sales process with 100% of the customers, 100% of the time
- Execute F&I process with 100% of the customers, 100% of the time
- Commit to Township for 3 years.