

# Auto Dealership

## Business Overview



Local auto dealership provides auto leases and loans to *JA BizTown* businesses and vehicle repair services to citizens.

<p style="text-align: center;"><b>CEO/ GENERAL MANAGER</b></p> <ol style="list-style-type: none"> <li>1. Submits loan application.</li> <li>2. Processes Business Loan Applications.</li> <li>3. Signs all business payroll checks.</li> <li>4. Oversees business operations and ensures excellent customer service across the dealership sales and service departments.</li> <li>5. Signs Insurance Policy and Rental Agreement.</li> <li>6. Completes the Business Improvement Plan.</li> <li>7. Prepares and gives speech at the Opening and Closing Town Meetings, if time permits.</li> <li>8. Responsible for setting store's culture standards.</li> </ol>	<p style="text-align: center;"><b>CFO/ FINANCE MANAGER</b></p> <ol style="list-style-type: none"> <li>1. Obtains bank loan.</li> <li>2. Inputs employee payroll information.</li> <li>3. Prints and distributes employee payroll checks.</li> <li>4. Makes business expense payments.</li> <li>5. Makes business deposits and tracks loan payoff progress.</li> <li>6. Approves all financial paperwork before completed by customers.</li> </ol>
<p style="text-align: center;"><b>PRODUCT SPECIALIST</b></p> <ol style="list-style-type: none"> <li>1. Uses provided online sales tool to help customers build their vehicles.</li> <li>2. Works closely with Sales Team Leader to provide customer with best vehicle to fit customer's needs and budget.</li> <li>3. Prepares sales paperwork with customer and forwards to Finance Manager for review.</li> <li>4. Ensure every customer has extraordinary experience throughout the sales process.</li> </ol>	<p style="text-align: center;"><b>SALES TEAM LEADER</b></p> <ol style="list-style-type: none"> <li>1. Completes all Corporate Lease Agreement paperwork with CEOs.</li> <li>2. Oversees and assist Product Specialist with collection of customer lease paperwork before forwarding to Finance Manager.</li> <li>3. Completes financial paperwork with customer once approved.</li> <li>4. Collects customer testimonials for General Manager's Business Improvement Plan.</li> </ol>
<p style="text-align: center;"><b>SERVICE ADVISOR</b></p> <ol style="list-style-type: none"> <li>1. Greets customers as they arrive for vehicle maintenance services.</li> <li>2. Makes maintenance and repair recommendations to customers.</li> <li>3. Collects payment for any/all service work.</li> <li>4. Creates marketing flyer for services available.</li> <li>5. Collects customer testimonials for General Manager's Business Improvement Plan.</li> </ol>	<p style="text-align: center;"><b>SERVICE TECHNICIAN</b></p> <ol style="list-style-type: none"> <li>1. Becomes mechanical expert for all service procedures available.</li> <li>2. Instructs citizens on how to use service tools to preform needed services.</li> <li>3. Educates customers on best practices for ongoing maintenance and care of their vehicles.</li> <li>4. Maintains a clean work environment.</li> <li>5. Ensure every customer has extraordinary experience throughout the service process.</li> </ol>