

We're the Patrick Dealer Group, one of Chicago's largest automotive dealership groups representing 9 different brands. We carry domestic, import and luxury franchises and have been in business for over 100 years. The Patrick Group strives to not only be the best in sales and profitability but we strive to be the best in customer satisfaction.

Position Information

Company:
The Patrick Dealer Group

Location:
Schaumburg, IL 60173

Status:
Full Time, Employee

Job Category:
Customer Support/Client Care

Contact Information

Company:
The Patrick Dealer Group
526 Mall Dr. Schaumburg, IL
60173.

Contact:
Brent Rogers
Internet & Marketing Director
847-605-4013
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Position Description

Customer Retention Specialist

Description

The Patrick Dealer Group offers a comfortable work environment and excellent earning and growth potential.

Job Summary:

The customer retention specialist is responsible for scheduling sales and service appointments with current Patrick customers via email and phone. The customer retention specialist is the dealership's long term contact with our customers and the go-to person that the customers think of for more information.

Job Responsibilities:

- o Keep up with your daily prospect contacts to make.
- o Answer all inbound emails and phone calls promptly.
- o Communicate with the prospective buyers until they are ready to set an appointment and visit the dealership to view the vehicle.
- o Answer all phone calls immediately, gather customer information, answer questions and set appointments.
- o Obtain customer information and keep an accurate database.
- o Maintain a dealership standard for response time and close rate goals.
- o Set up test drive appointments with all customers with the focus that all customers are prospective buyers and long term customers.
- o Schedule appointments using dealership approved forms and CRM system.
- o Schedule service appointments as opportunities arise using our DMS system.
- o Keep a daily log of appointments and communicate with management
- o Handel minor customer complaints and misunderstandings
- o Stay up to date on current manufacture incentives and current sales specials the dealership is offering.
- o Refer leads and prospects for vehicle sales to the new and pre-owned sales departments
- o Advise customers of parts ordered and make an appointment to have them installed before customer leaves
- o Adhere to all company policies, procedures and safety standards

Required Experience

Qualifications:

- o Must meet company's requirements for employment
- o Must have valid driver's license
- o Demonstrated customer service skills
- o Previous automotive experience a plus
- o Ability to read and comprehend instructions and information
- o Sales experience (preferred)
- o Excellent verbal and written communication skills
- o Professional appearance

Required Education

- o High School Diploma or equivalent
- o 2 year or 4 year Business Degree or related field preferred

Compensation

Compensation is negotiable based on experience, unlimited earnings potential at 40K plus. Including salary and bonuses.

This is a full time position with benefits.

Comments

We are an equal opportunity employer and a drug free workplace.