

Midtown Motor Company
Job Description
Job Title: Account Service Manager

Position Name: Account Service Manager

Employee Name: _____

Date Prepared: September 8, 2012

Date Revised: December 19, 2012

General Statement of Duties:

Responsible for managing the collections process of the dealership. Responsible for cultivating, creating and maintaining long term customer relationships for repeat and referral business when performing collections and /or talking to customers and their references. Must be a problem-solver, and handle all issues with the highest quality customer service in order to provide total customer satisfaction.

Essential Job Functions:

1. Maintain database of perspective customers and their contact information.
2. Send leads to the General Sales Manager for customers that are paid out and want to purchase another car.
3. Manage collections and follow-up on delinquent payments. Handle emergency requests for customers needing an extension on their payments.
4. Follow the guidelines as set forth in the Fair Debt Collection Practices Act (FDCPA) as enforced by the Federal trade Commission (FTC) when collecting on delinquent accounts.
5. Responsible for accurate cash handling and skip tracing duties as established by Midtown Motor Company guidelines.
6. Handle repossessions and warranty claims. Process and negotiate with insurance companies for satisfactory settlement of claims.
7. Handle all customer service issues to include, but not limited to, personal or vehicle problems.
8. Develop product, warranty and financing knowledge.
9. Promote and administer company customer incentive and marketing programs.
10. Participate in weekly training meetings. Send weekly agenda topics to the Office Manager.
11. Responsible for setting daily appointments and maintaining the list of appointments.
12. Protect privacy and personal information of all customers and non-customers.
13. Comply with third party lender requirements and documentation.
14. Handle insurance claims in an accurate and efficient manner.
15. Establish and maintain long-term customer and vendor relationships.

Midtown Motor Company
Job Description
Job Title: Account Service Manager

16. Meet/exceed performance expectations and complete work within the required time frames.

Additional Job Functions:

1. Supports the mission and vision of Midtown Motor Company and demonstrates excellent customer service at all times.
2. Understands and is committed to helping Midtown Motor Company achieve its goals.
3. Must use appropriate safety equipment and procedures at all times; must immediately report all unsafe conditions to supervisors; must be familiar with all safety features of equipment, tools or materials encompassed by job duties; and must check with supervisors (prior to job performance) if there is a question as to the safe procedure to be used for any job function.
4. Demonstrates ethical behavior as expected by our customers and vendors. Understands the personal obligation to report any activity that appears to violate applicable laws, rules and regulations.
5. Completes other duties as assigned.

Minimum License and Certificates Required:

N/A

Reporting Relationships:

Supervised By: General Sales Manager

Supervision Of: N/A

Midtown Motor Company
Job Description
Job Title: Account Service Manager

The incumbent must fulfill the performance standards of this position and comply with the policies, rules and procedures.

This job description is intended to describe the general nature and work responsibilities of this position. The job description and duties of this position are subject to change, modification and supplementation as deemed necessary by Midtown Motor Company. Employees are required to comply with supervisory instructions and to perform other job duties, responsibilities and assignments requested by supervisors, managers and administration.

This job description does not constitute any employment contract between Midtown Motor Company and any employee.

I acknowledge that I have received a copy of this job description and understand that it is my responsibility to read and comprehend it. I understand that this job description may be used as a tool to evaluate my job performance. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor.

Employee's Signature

Date

Employee's Printed Name

Supervisor's Signature

Date

Third Signature (if required)

Date