



Example of Relations Rep Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is looking for a relations rep. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for relations rep

- Liaison working in conjunction with the Executive Sales Directors (ESD) all auction sales teams including Dealer Sales & Services (DSS), Online Sales & Services (OSS), Dealer Relations Representatives (DRR) and auction management to ensure business objectives and goals are met
- Evaluate current inventory, including auction units and ADESA.com units, in order to provide the most effective inventory match based on buyer's specific inventory needs
- Engage designated fallout through outbound contacts via telephone, email or text messages to promote all ADESA products and services including Inlane, LiveBlock and DealerBlock channels
- Directly responsible for targeting new dealers and reactivating fallout dealers
- Directly responsible for special projects as assigned by Dealer Relations Management team
- Engage in specific customer services and/or concierge activities
- Accurately documenting all customer interactions within ADESA's CRM tool
- Responsible for delivering excellent customer service which will impact each auction's monthly Customer Service Index (CSI) score
- Spend an average of two to three days per week engaging in outbound contacts to existing, new and resurrected dealers to promote ADESA products and services, including in lane, LiveBlock and DealerBlock venues
- Spend an average of two days per week engaging in specific customer service and/or concierge activities as directed by designated auction

Qualifications for relations rep

- Work evening private events program
- Ability to work flexible shifts, including days, weekends, and evenings
- A minimum of one plus (1+) year(s) of sales and/or account management experience preferred
- Demonstrate ability to learn, retain and articulate product related information
- Professional and persuasive verbal and written communication and listening skills
- A minimum of one (1) to (3) three years of Inside Sales, account management and/or customer service experience preferred