



## **Acquisition Specialist Job Description**

The Acquisition Specialist will work closely with the Pre-Owned Manager in purchasing used vehicles from consumers. Adhering to process regarding inventory selection, phone calls process, setting up appointments process, and the initial impression guests have of the dealership via all electronic media and telephone contact is of primary importance.

The Acquisition Specialist is responsible for making consumer contact, maintaining consistent follow up and a high level of appointment ratio, appointment show ratio, and ultimately purchases of used vehicles. By his/her actions, they greatly affect the dealerships success rate in acquiring inventory.

- Manage outgoing phone calls and leads
- Respond to leads and inquiries
- Help obtain and maintain high customer satisfaction scores
- Generate and maximize purchase appointments
- Provide exceptional customer service to internal and external customers
- Strong organizational and excellent written/verbal communication skills
- Strong ability to multi-task and juggle multiple items at once
- Strong attention to detail

### **Qualification Criteria:**

- Must have valid driver's license with excellent driving record
- Strong organizational and excellent written/verbal communication skills
- Strong organizational skills with the ability to provide excellent customer service
- Excellent written/verbal communication skills

### **Why work for the [Auto Group]?**

Our company was founded on the belief that if you take care of the employees, the employees take care of the customers, and that takes care of the bottom line. We strive to create a positive work environment where employees are excited to come to work every day. Our goal is to turn a job into a career with Auto Group which is why we promote from within whenever possible and offer a tuition reimbursement program. In addition, Auto Group offers competitive wages, benefits, and employee programs.