**Job Description**

**Job Title:** Business Development Center Manager

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**SUMMARY**

The Business Development Center Manager supervises a team that answers all incoming calls to the dealership profit centers.

**ESSENTIAL DUTIES**

Essential Duties include the following. Other duties may be assigned.

Downloads and follows up on all dealership manifest and opportunities lists.

Answers all inbound profit center calls – sales, service, parts and body shop.

Makes outbound prospecting calls inviting prospects to the dealership.

Make CSI follow-up calls.

Contacts all no-shows to reschedule missed appointments.

Advises customers on special-order parts status, appointment reminders, and recall campaigns.

Works on service drive contacting customers for test drive opportunities.

**MARGINAL DUTIES**

Marginal Duties include the following. Other duties may be assigned.

Participates in community activities with product knowledge and informational sessions.

**SUPERVISORY RESPONSIBILITIES**

**QUALIFICATIONS**

A successful Business Development Center Manager needs the product knowledge, professionalism and empathy that customers look for today. Communication is extremely important in a sales department as it contributes to team-building with all dealership departments.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Automotive Marketing Degree

Retail experience helpful

**LANGUAGE SKILLS**

Bilingual is a Plus

**MATHEMATICAL SKILLS**

**REASONING ABILITY**

**CERTIFICATES, LICENSES, REGISTRATIONS**

Manufacturer Training

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.