**Summary**

Serves as a front-line representative for the dealership. Greets customers as they enter the showroom, answers basic inquiries, and directs them to the appropriate party.

**Essential Duties**

* Greets showroom customers and determines the nature of their visit.
* Obtains and records basic demographic information about each customer, using dealership sales control system.
* Hands out brochures and other information to customers.
* Answers basic customer inquiries. Refers more extensive inquiries to the appropriate person.
* Directs customers to the correct department, notifies the appropriate salesperson that a customer is waiting, or introduces the customer to a salesperson.
* Greets customers in the service department during morning rush hour and obtains basic customer information.
* Serves as telephone back-up.
* Serves as clerical back-up.
* Maintains professional appearance.
* Other tasks as assigned.

**Qualifications**

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**

* No prior experience or training.
* Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
* High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
* One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

**Language Skills**

* + Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.
  + Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills**

* + Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.
  + Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

**Reasoning Ability**

* + Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
  + Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
  + Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**Certificates, Licenses, Registrations**

* Valid Driver's License

**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.