

Buyer Relationship Executive

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Company: BCA UK

Location: London Area

Category: other-general

Job Title: Buyer Relationship Executive Location: Hybrid working, 3 days a week roving & home-working Salary: £30,250 (OTE of £40,0000) + Company Car Working Hours: 40 hours per week - Monday - Friday Job Status: Permanent Join the UK's largest B2B used vehicle service At BCA, we're altogether, more. More than just your average vehicle remarketing company. More than just any other place to work. We're Europe's largest vehicle remarketing business, the backbone of the UK's automotive supply chain, and the best place to build the career you want. Now, this is where you fit in... The purpose of this role is to support our UK buyer base in particular taking account management responsibility for all our important Black and Platinum LCV customers along with promoting LCV buyer engagement at all levels. In addition to servicing and encouraging current buyer base to maximise their potential the role includes recruiting new and winning back lapsed van buyers along with growing 'Value' through cross selling BCA products and services. Your key responsibilities will be: Support UK buyers with making all their BCA interactions as smooth as possible including making their purchasing journey, deliveries / collections as smooth as possible. Promote physical and online sales channels offered by BCA, supporting BCA Auction and Vendor programmes across all UK Branches Increase BCA share of wallet (SOW) across Buyer portfolio to promote BCA as the primary source of LCV vehicles for their business. Demonstrate BCA's products and services including (but not limited to) Partner Finance, Part Exchange opportunity, AutosOnShow, Bid Now/Buy Now, DealerPro, Cinch. Ensure the appropriate BCA loyalty card is in place and encourage greater share of purchasing wallet. Take responsibility to ensure all outstanding auction and sundry debts are

settled in timely fashion indicated by their card status. Make appointments, manage diaries and organise MS Teams / Zoom meetings to enable buyer review and upselling opportunities. Support provisional negotiating to maximise sold performance. Partake in various LCV buyer campaigns including Dormant Buyers, Sales of interest etc. Gain customer insight from Buyers to help make recommendations that can improve marketing effectiveness, operational efficiency and customer satisfaction. Introduce new LCV buyers to BCA. Attend training courses to improve product knowledge and self-development, as well as site visits to understand all areas of the business. To be successful, you'll bring some of the following experience with you: Experience working in a customer focused environment is essential. Put customers and team work at the heart of everything you do and take on challenges with a natural curiosity to identify improvements with a positive mind set and can do approach. Be an excellent communicator, both written and oral together with strong negotiating, influencing and questions skills. Ability to deal with conflicts positively and objectively whilst managing and resolving customer dissatisfaction. Sales/account management experience desirable. Automotive sector background an advantage. We've put everything in place to ensure you thrive. Competitive salaries, strong core values and an excellent benefits package that includes: Company Pension Scheme Private Medical Insurance (role dependent) An Employee Assistance Programme Enhanced maternity, paternity, and adoption leave Access to trained Mental Health First Aiders And so much more... As the automotive industry changes, we're changing with it - putting our people in the front seat for the journey. We're the number one in what we do for a reason and that's because of the people we have on our teams. If you want to be a part of a business like this; unrivalled, exciting and appreciative of the work you do, join BCA. We are proud to be Level 1 Disability Confident and committed to ensuring our recruitment process is inclusive and accessible. Our policy is to employ the best qualified people and provide equal opportunity for the advancement of employees including promotion and training and not to discriminate against any person because of gender, race, ethnicity, age, sexual orientation, religion, belief, or disability

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