

# BestDrive Retail Sales Administrator

## Ihre Aufgaben

### HOW YOU WILL MAKE AN IMPACT -

The Retail Sales Administrator is responsible for managing the daily activities necessary to create and maintain sales and service of a well-established tire dealership. The primary goal of this position is to maximize sales revenue, exceed the expectations of our customers by providing exceptional customer service. The Retail Sales Coordinator will be the first line of contact with the customer and is charged with resolving tire issues, service problems and reducing downtime for our customers.

### Responsibilities:

Manage the daily activities inside a premium commercial tire dealership. These activities include but are not limited to:

1. Support inbound calls and orders; provide order entry and logistics assistance for the outside sales associates.
2. Demonstrate excellent phone and customer service skills to interact with internal and external customers
3. Determine / understand customer needs through qualifying and needs assessment.
4. Persuasively upselling ancillary drivers by recognizing opportunities and explaining benefits.
5. Receive and enter all incoming calls for immediate dispatch of service vehicles
6. Act as a liaison between the servicing location and the customer
7. Communicate with Manager and Supervisor daily.
8. Relay work orders to service managers to complete service request.
9. Start work orders and invoice as required.
10. Assist in verifying all incoming and outgoing product for accuracy in terms of amount, size and type, informing management of inventory and supply shortages as well as assisting in actual periodic inventory counts
11. Ensure all administrative paperwork concerning delivery orders required to move with shipments is available for inspection and that appropriate paperwork accompanies delivery
12. Abide by all Company safety policies and state and federal transportation regulations
13. Reconcile monthly inventory.
14. Process and administer inventory receiving and deliveries
15. Assist in quarterly inventory while maintaining security of products and control measures.
16. Must be available to work rotating shifts, potentially nights and occasional weekends.

## Ihr Profil



Job ID  
**REF97476Q**

Arbeitsbereich  
**Marketing & Vertrieb**

Standort  
**Forest Park**

Leadership Level  
**Leading Self**

Job Flexibilität  
**Onsite Job**

Rechtliche Einheit  
**Continental Tire the Americas, LLC**

**WHAT YOU BRING TO THE ROLE -**

- High School Diploma or equivalent
- Excellent written and oral communication skills.
- Attention to detail
- Multitasking

**Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas, now or in the future, for this job opening.**

**No relocation assistance is offered for this position.**

**ADDITIONAL WAYS TO STAND OUT -**

- Previous Tire Dealership Experience
- Bilingual English and Spanish speaking
- Microsoft Office Intermediate

**Unser Angebot****Work Environment & Physical Requirements**

- Work hours are generally 7-5 Monday – Friday. Saturday and evenings as needed; may have little to no advance notice.
- This position operates in all types of indoor and outdoor work environments, therefore exposure to heat and cold is to be expected.
- While performing the duties of this job, employee is regularly required to stand, bend, climb, lift and walk.
- Required to handle hazardous materials and wear various forms of protective equipment (safety shoes, gloves, protective eyewear, etc.). Comply with OSHA regulations and safety requirements.
- Required to lift 50-75 lbs. routinely; may be required to occasionally lift up to 100 lbs. individually.
- Travel: 75% within Regional Area; minimal overnight travel.

**The Perks**

- Immediate Benefits
- Paid Time Off
- Employee Discounts, including tire discounts
- Employer 401(k) Match
- Diverse & Inclusive Work Environment
- Employee Assistance Program
- Future Growth Opportunities
- And more benefits that come with working for a global industry leader!

**EEO-Statement:**

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with

a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online application.

## **Über uns**

BestDrive, a wholly owned subsidiary of Continental, is quickly becoming the top choice among commercial trucking fleets for our high-quality products and exceptional service. BestDrive Commercial Tire Centers specializes in providing fleet customers with innovative tire solutions including award winning Continental and General Tire brand products, innovative commercial solution products such as ContiPressureCheck, and a wide array of multi-brand truck tires to address all market segments. Since our founding in 2012, we presently have 25 locations throughout the United States and continue to rapidly expand our footprint throughout the country