



ROLE PROFILE: TOYOTA AND LEXUS NEW BUSINESS EXECUTIVE

ROLE ELEMENTS

▪ DEPARTMENT: SALES	▪ REPORTING TO: TOYOTA AND LEXUS ACCOUNT MANAGER
▪ ROLE TYPE: FULL TIME & PERMANENT	▪ LOCATION: HAVEN HOUSE, PORTSMOUTH
▪ DIRECT REPORTS: NO	▪ BAND: G7

PURPOSE OF ROLE

KINTO UK has ambitious growth plans for the coming years across all channels and in particular for Toyota and Lexus Contract Hire in various forms.

We have identified a need to be more active, professional and modern in the way that we interact with customers and prospects with particular emphasis on how we can better support a digital journey and how we maximise New Business opportunities from various leads.

We therefore wish to recruit new internal New Business Executives to replace the existing outsourced solution.

The main initial purpose of the role will be to offer up a human interface to inbound web based and telephone enquiries and convert these to sale.

Second phase will be to work with the Toyota, Lexus and KINTO marketing teams to identify and develop additional routes to market.

Thirdly, the role will require working with the Toyota and Lexus Account Manager to identify missed sales opportunities to establish new products, services and offerings whilst adhering to all legislative and GDPR compliance requirements.

JOB ROLE AND RESPONSIBILITIES

1	Manage new customer Toyota and Lexus Contract Hire enquiries and convert to sale.
2	Become comfortable with/expert in the operation of the Ngage system in order to be able to conduct the above efficiently and effectively.
3	Build a strong working relationship with TGB and TFS personnel, working collaboratively together in a partnership to ensure client and team objectives are met.
4	Become first line of contact for all web leads and enquiries from Toyota.com, Lexus.com and KINTO-UK.com and all future additional online industry opportunities.
5	Work with TGB Fleet admin department to localise all sales where possible.
6	Maximise the sale of maintenance agreements to contract hire customers and any future add on products developed by KINTO UK.
7	Build and maintain professional and effective relationships with all internal and external departments.
8	Ensure the accurate reporting and administration of all sales and activities.
9	Support the Toyota and Lexus Account Manager in the timely production of information and data to support regular presentations.
10	To share best practice across the wider KINTO UK team, and identify further opportunities.
11	Support ad hoc tasks as requested by the Toyota and Lexus Account Manager.

SKILLS AND EXPERIENCE REQUIRED:

1	Excellent communicator with a strong customer focus.
2	Strong ability to work on own initiative and take ownership.



3	Empathy and listening skills balanced with a results focus.
4	Strong team player with personal drive and pride.
5	"Can do" attitude.
6	Logical and practical problem solver.
7	Ability to multi-task and prioritise.
8	Ability to take ownership of a customer requirement and deliver.
9	Strong Attention to detail.
10	Resilient and Resourceful.
11	Computer Literate.

STYLE AND CULTURE FIT

- Team player who can undertake activities on own initiative.
- Ability to understand problems and help to define solutions that drive business results and future growth.
- Customer Champion who focuses on the customer, anticipating and meeting their requirements.
- Holds a deep understanding of how to create best value and keep our product and service portfolio at the front of our customer's mind.
- Excellent Communicator with good written and oral communication skills.

KINTO PERFORMANCE DRIVERS

You will role model the **KINTO 5 Performance Drivers**; the way we behave towards each other, our customers and our OEM partners:

I am accountable

- Delivering great performance is a critical and valued strength for KINTO. As we grow and change we must maintain our focus on delivery and continue to hold ourselves and others accountable for what we deliver and the business outcomes we generate.
- For every one of us this means making the decisions that are ours to make; being willing to follow decisions made by others; always delivering – 'no surprises', no excuses and never failing below our high standards - relentlessly focused on the quality and value of outcomes we deliver.

I win customer trust and loyalty

- Our aspiration is to build lifelong relationships with our customers so that they become advocates for KINTO and return to us time after time – and for all their automotive needs.
- To do this, we must go beyond 'making the sale' and delivering faultless service; building trust by delivering a compelling customer experience...delighting customers whenever and however they come into contact with us.
- The behaviours described here apply to every employee – whether customers are internal colleagues, our OEM partners and/or our customers who visit us in person and online.

I look ahead

- In a fast moving world, we must continuously look for new ways to stay ahead of our competitors. Innovating to unlock new business opportunities and continuously improving our business is vital to our continued success. We need to be imaginative and think beyond the norm.
- Our willingness to embrace change, to learn from our successes and our mistakes is important to our own personal development as well as for the future success of KINTO.

I collaborate

- We have declared our ambition to be the partner of choice for OEMs. This means nurturing strong, mutually beneficial relationships at all levels. A partner of choice works collaboratively to add value – beyond just delivering commercial results.
- Becoming brilliant collaborators starts on the inside. Working collaboratively with colleagues (across organisational and geographic boundaries) to pool our ideas, solve common problems and share knowledge will make us a stronger and more successful business.

I lead the way for others

- In great organisations leadership can be seen at all levels. Every one of us can be a role model for others by having courage to do the right thing, behaving in the right way and staying true to our values.
- Continuing to build the talent that we need for the future means being led by leaders who share and celebrate success, genuinely care about development and who support and help people to fulfil their potential.
- Ensuring that we are all pulling together, and pulling the right direction starts with leaders translating our strategy into meaningful actions, priorities and plans.



CONTACTS:

INTERNAL

- HR Shared Services

EXTERNAL

- HR Shared Services

VERSION CONTROL:

VERSION	DRAFTED BY	DATE	REVIEWED BY	DATE
10	IAIN CAPELIN	12/11/2021		