



## Job Description

### Account Controller - Brighthouse

BCA operates the largest used-vehicle marketplace in the UK and Europe operating in 10 countries, 60 different locations, selling 1.3 million vehicles per annum. BCA touches over 3.5m vehicles a year as it provides services along the vehicle life cycle from port to dealerships for new vehicles to refurbishment and logistics for used vehicles and the core re-marketing and auction operations.

#### **Main purpose of job:**

You will report to the Sales Manager and provide and manage all designated customer accounts in accordance with current service level agreements to ensure maximum vehicle entries and sale conversions are achieved.

#### **Main Responsibilities:**

- Establish and maintain an ongoing professional relationship with designated customers, in compliance with the Company's business ethics and practices, so that the customers are encouraged to increase the number of vehicles entered for sale with the Company and so that the number of vehicles sold is maximised.
- Where applicable canvass designated customers to maximise vehicle entries and ensure that any appropriate transport requests are processed.
- Process vehicles entered for sale so that service level agreements are correctly applied.
- Maintain Pre-Sales Reports, Assured reports and Flash reports.
- Regularly liaise with designated customers to ensure that all pre and post-sale reporting requirements are adhered to.
- Produce and amend as necessary any required documentation, entry forms or catalogue listings in accordance with the Company's procedures and the customer's service level agreements.
- Action any issues, queries or complaints arising so that any problems are resolved, in a timely fashion, to all parties' satisfaction as far as is reasonably practicable. Escalate any complex issues to the relevant manager.
- Advise designated customers on industry market conditions and achievable selling prices of vehicles entered for sale so that customers' expectations are realistic, bids from purchasers are accepted and the Company's services are fully utilised.
- Ensure that any of the Company's services used by designated customers (such as valet, wash, transport, appraisal reports and inspection reports) are correctly documented and reported so that the Company is able to charge the customers the appropriate level of fees and commission
- Participate in presale marketing activities for every relevant sale to maximise sale day activity.
- Undertake ad-hoc tasks as necessary to meet the business needs and for your own personal development.



- Participate in vehicle Lotting and allocation of vehicles and occasional driving on busy sales days to make sure vehicles are in place before the auction begins.

The role of Account Controller requires a high degree of relationship building with customers – hence the job holder must be able to gain the trust and confidence of the customer by detailed account management, industry knowledge and interpersonal skills.

The role is the customer's representative on site and so, of equal importance, is the ability to influence other BCA staff so that they act on the customer's behalf, without losing sight of the fact that BCA is the employer and ultimately loyalty must, therefore, lie with the Company.

## **Essential Criteria**

Account Management experience

Experience of building and maintaining good working relationships

High level of accuracy

Customer Service background

Experience in a fast paced environment/office

## **Desirable Criteria**

Industry experience

## **Working Hours**

Monday to Friday 8.30am – 5.30pm

## **Working for BCA you will receive:**

Benefits include a minimum of 23 days holiday

Company pension scheme

Internal promotion as much as possible

Free parking onsite

Cycle to work scheme

Subsidised onsite restaurant

Reward scheme that offers online and high street discounts

For more information or if you wish to apply please email your CV to Hayley at [recruitment@bca.com](mailto:recruitment@bca.com)