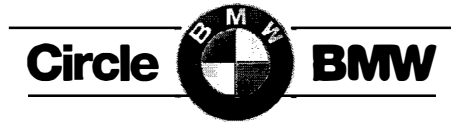


# Circle BMW Job Description

Circle BMW  
500 Route 36 East  
Eatontown, NJ 07724

**Name:**

**Title:** Human Resources  
Manager

**Department:** Business

**Office Position ID:** No Code

**Contact:** Laura Fluor GM  
(732) 513-3685

**Job Purpose**

- Assist in and facilitate all aspects of human resources activities.

**Job Responsibilities**

- Conduct and maintain regularly scheduled performance reviews
- Make travel arrangement for training
- Administer benefits
- Conduct safety inspections and maintenance (in the absence of separate safety officer)

**Hiring Specifications**

- Strong interpersonal and communication skills; professional appearance.
- Knowledgeable or trainable on retail facility operations, and BMW products and services.
- Excellent customer contact skills and customer service orientation.
- Provide documentation confirming requested information on employment application.
- Working knowledge or trainable in automotive retail center computer systems, (DealerTrack and eLeads preferred, as well as proficiency in the use of Excel and Word programs)
- Ability to handle a variety of tasks simultaneously

**Working Relationship**

- Reports to the General Sales Manager and Office Manager. \*\*\*\*
- Work cooperatively and effectively with all departments and employees.

**Customer Responsibilities**

- Establish ongoing consulting relationship with customer by being available during normal hours to answer questions, explain additional repairs needed, and make arrangements for subsequent service reservations.

- Upgrade knowledge of BMW products and services by training on-the-job and participating in educational and development programs. (At both Regional and in house training courses)
- Contribute to team effort and BMW customer-centered service philosophy by accomplishing related results as needed.
- Generate goodwill by greeting and serving the customer promptly and courteously.

### **Marketing Responsibilities**

- Promote Circle BMW and BMW products line through enthusiastic customer service.
- Maintain strong knowledge of BMW products, services, and processes through on-the-job-training, to answer customer questions effectively and promote high quality BMW image.

### **Transaction Responsibilities**

- Perform administrative functions accurately and on time by actively listening and carefully following instructions and procedures.
- Maintain supply and support systems as requested, including literature, display materials, pricing references, and other materials.
- Register accounting
- Filing of Accounting copies, (service invoices and parts counter slips)

### **Logistical Responsibilities**

- Maintain safe, neat, and clean work areas. Make sure the physical environment is pleasing to the customers and employees.
- Assist in ensuring the safe and proper maintenance and use of physical resources - exterior display and parking, showroom area, display systems, and rental/loaner vehicles.
- Maintain the appearance and cleanliness of counters, displays, and customer contact areas by following good housekeeping procedures.(Pick up any trash as you pass it)

### **Ongoing Responsibilities**

- Dependability. Complete tasks on schedule; accept accountability.
- Attendance. Report to work on time according to schedule.
- Participatory/Interpersonal. Work effectively with employees and customers.
- Communication. Speak, read, and write well.
- Flexibility. Accept change; take on special tasks as needed.
- Ability to learn. Learn and apply information without excessive expenditure of resources or time.

### **Working Conditions**

Work Hours: \_\_\_\_\_ Average hours per week: \_\_\_\_\_

Days off per week: \_\_\_\_\_ Holidays per year: 7

### Salary and Benefits

Current salary: \_\_\_\_\_ per \_\_\_\_\_

Commission: Y     N

Bonus: Y     N

Overtime: When required and with supervisor approval.

Benefits: a complete list of benefits can be found in the Circle BMW Employee Handbook.

### Work Environment

Circle BMW is located in a 55,000 square foot state-of-the art facility. Climate controlled and brightly lit, the building's customer areas include a spacious showroom, service and parts area, BMW Lifestyle Boutique, an M Café, two waiting areas and an Internet Lounge. Employees have access to two modern break rooms, as well as the Internet Lounge when they are on break or off the clock. Some employees, based on their particular job responsibilities, are required to work in the shop, car wash, detail area, service drive, three level parts department, parking lot or used car lot.

I understand that this job description is intended to provide me with basic information about my position at Circle BMW. Changes in the business and/or workplace environment may dictate the need to alter my job description. These possible changes may occur at any time subject to the sole discretion of management.

Signed By:

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Received By:

Print Name \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_