



## Job Description

**Job title:** Diagnostic Sales Technician

**Based:** Wheatley, Oxford

**Salary:** Attractive basic + Commission

**No. Direct reports:** 0

### About Opus IVS

Opus IVS helps shops repair complex vehicles fast with diagnostics, programming and live repair guidance from OE brand-specific master technicians. Opus IVS is committed to helping mechanical and collision shops complete repairs with intelligent vehicle support today, for a safer world tomorrow.

Opus IVS is the Intelligent Vehicle Support division of Opus Group, formed through the industry-leading acquisitions of DrewTech, Autologic, Farsight, BlueLink, and AutoEnginuity to address the evolving needs of independent repair shops, giving them the confidence to get the most complex vehicles back on the road safely and fast without having to send work out to the dealer. Opus IVS is undergoing rapid growth, particularly in the US. Opus Group is owned by Searchlight Investments.

IVS has 5 offices in the US (Ann Arbor, New York, California, Phoenix and North Carolina), 1 office in the UK - Oxford and 1 in Australia - Melbourne. IVS has over 350 staff globally.

**Normal working hours:** Monday – Friday 09:00–17:30

The individual will be required to travel throughout a predetermined region inside the UK to meet clients, prospects and partners. Occasionally you may be asked to fulfil some overseas travel. Overnight stays may also be required.

At times, there will be a requirement to work outside of normal working hours in order to meet the demands of the customer and also the needs of the business. On occasion, when attending events for example, the individual may be required to work late nights or, in extreme circumstances, weekends, to meet the needs of the customer and support the requirements of the business.

### Job summary:

The main purpose of this role is to generate and respond to sales leads, sell and install equipment (where necessary). The individual will also be expected to maintain a high level of communication and standards with new and existing customers. Through focused, targeted activity with support of lead generation team, the role will provide the highest levels of customer service for existing and potential Opus IVS customers so that we fully understand their requirements and intent

You will have responsibility for the achievement of an annual revenue target allocated by geographical territory. Working closely with colleagues in Sales and Marketing, you will identify and engage potential new customers, presenting the OPUS IVS solution, qualify the opportunity and wherever possible, close a deal.

The role also involves providing timely, accurate information back into the business in a prescribed format and at a set frequency.

The role requires extensive travelling across a wide geographical area. You will be provided with all the necessary tools to manage the day-to-day requirements of the role such as a company car, smartphone, laptop, branded clothing etc

**Key responsibilities:**

- Achieve all targets based on annual budgets set by the business
- Follow up and qualify leads from the Lead Generation Team
- Able to generate own leads through research, sector mining and relationship management.
- Keep in contact with existing customers to generate further sales.
- Visit prospects and customers to identify requirements, introduce the Opus IVS product proposition and close new business.
- Provide regular weekly reporting in prescribed format and keep Goldmine system fully updated
- Provide all the necessary documentation for the administration of customer sales
- Execute on-site demonstrations and installations to existing and prospective clients.
- Provide excellent customer service and after-sales support.
- Adopt a professional manner at all times with colleagues and customers To adhere to company policies and procedures, quality standards and Health and Safety practices.
- Identify opportunities for continuous improvement.
- Any other duties required in order to support the needs of the business.

**Specific job skills:**

- Ambitious, driven and hard working.
- Honest and direct, yet respectful at all times.
- Able to work on own initiative.
- Motivated to hit targets and continuously improve
- Strong sense of teamwork and collaboration
- Good planning and organisational skills
- An understanding of sales process is also desirable, including: territory planning, account management, qualification, forecasting and reporting.
- Strong interpersonal and communication skills including listening, questioning, negotiation and problem resolution.

**Qualifications/Experience:**

- Previous automotive experience is beneficial but not essential
- Experience in a commercial, customer facing role.
- Sales experience preferred.

**Computer skills:**

- Knowledge and experience with CRM Systems (Goldmine is desirable)
- Working knowledge of all MS Windows operating systems.

## Employee Benefits

- **Company Car & fuel**
- **Life Insurance** (immediate cover): provides 4 times annual salary in the event of death.
- **Enhanced holiday entitlement:** 25 days per annum (compared to a statutory minimum of 20 days per annum), increasing to 30 days based on length of service. In addition, there are normally 8 days paid public holidays. (Part-time is pro-rated)
- **Enhanced Pension:** the company's personal pension plan operates under auto-enrolment.
  - The Current government requirement is 5% employee, 3% company = total 8%.
  - However, Autologic pay 4%, leaving the employee to pay only 4%.
  - In addition, the company will match the employee contribution up to a maximum of 5% of salary, if employee contributes 5%.
- **Private medical insurance (PMI) scheme:** Upon successful completion of the probationary period employees will be entitled to join our Medical plan (single option) which the company pays for. This is a taxable benefit, included on your P11D. Married, Partner, Single parent or Family option can be added at additional cost to the employee at the beneficial rates the company has acquired. As a member of the PMI you have access to subsidised items from the list below (though these may be amended from time to time without prior notice):
  - gym membership
  - healthcare products
  - nutrition products
  - sports and fitness products
  - experiences
  - health technology products
  - physiotherapy and GP online appointments
- **Employee Assistance Programme:** via BEN.org an Automotive Industry specific based charity. They give life-long support to anyone (and their dependents) who has worked in the automotive industry.
- **Enhanced Maternity Pay (if eligible to receive maternity pay):** first 6 weeks at full pay compared to 6 weeks at statutory 90%
- **Enhanced Paternity Pay (if eligible to receive paternity pay):** 1<sup>st</sup> week at 50% compared to statutory entitlement of Statutory Paternity payment only