

**50+ YEARS
OF FAMILY
BUSINESS.**
Since 1973

Telfords.

WE'RE HIRING!

WHO WE ARE

We are Telfords! A family business that started with humble beginnings in Willow Holme in 1973. Today we are a team of 30+ members who work together on Gearshill Road, Carlisle to bring our customers award winning customer service every single time. We are a proud Citroen & DS dealership who provide our local community and business with good, honest & reliable vehicles. Join our family team and expand your career today with Telfords!

THE ROLE

YOUR POST: COMMERCIAL VEHICLE & BUSINESS MANAGER

DEPARTMENT: SALES & BUSINESS CENTRE

HOURS: 8:30AM-6PM

TIMETABLE: MONDAY - FRIDAY (AND EVERY OTHER SATURDAY)

POST DURATION: FULL TIME, PERMANENT.

SALARY: PAY: £23,000.00-POTENTIAL TO EARN £40K!

**UP TO £40K+ SALARY
+COMPANY VEHICLE!**

**PROVIDE NEW VEHICLE SALES SOLUTIONS TO
LOCAL BUSINESS CLIENTS, INCLUDING CARS AND
COMMERCIAL VANS**

We're on the lookout for the right person to join our Telfords family

As an established and trusted family-run dealership, As we continue to grow within a fast-moving and ever-evolving automotive industry, we're excited to offer a brand-new opportunity for a passionate and driven commercial vehicle & business manager to join our Business Centre. That's why we're looking for someone experienced, confident, and ready to step into this key position.

WHAT YOU'LL BE DOING:

- ✓ Build and nurture relationships with local business customers
- ✓ Identify and pursue new business opportunities within the region
- ✓ Represent Telfords at local networking events (alongside marketing)
- ✓ Work with the marketing team to promote campaigns across social media and digital channels
- ✓ Develop and grow our dedicated Van Hub offering
- ✓ Prepare vehicle quotes and process commercial orders
- ✓ Liaise with our internal sales and service teams to ensure smooth operations

- ✓ Communicate with Stellantis regarding vehicle forecasts and brand updates
- ✓ Ensure commercial vehicle customers receive timely, efficient service
- ✓ Monitor online stock (e.g. AutoTrader) to maintain optimum rotation
- ✓ Deliver exceptional customer service, both face-to-face and over the phone
- ✓ Welcome guests into the showroom with a professional and friendly approach
- ✓ Stay up-to-date with brand training, product knowledge, and vehicle specs

DAILY DUTIES INCLUDE

- ✓ Responding to customer emails and enquiries
- ✓ Managing appointments, quotes, and customer satisfaction follow-ups
- ✓ Preparing for handovers – ensuring paperwork, accessories, and ply-lining are complete
- ✓ Checking in with the workshop and bodyshop partners regarding timely repairs
- ✓ Supporting the wider team and adhering to Stellantis, Citroën and DS brand guidelines
- ✓ Sell our range of vehicles to our customers, use your skills to upsell with tech and accessories.

DESIRABLE SKILLS & ATTRIBUTES:

- ✓ Confident communicator with strong relationship-building skills
- ✓ Competent in Microsoft Excel, Word, and general IT systems
- ✓ Organised, self-motivated, and proactive
- ✓ A natural team player with leadership potential
- ✓ A customer-focused approach to all tasks
- ✓ 3+ years in the automotive sector is desirable, but not essential

WHAT WE OFFER:

- ✓ Full training provided, including Stellantis brand events
- ✓ Bonus structure linked to performance and success
- ✓ Ongoing career progression within a growing business
- ✓ Company pension scheme
- ✓ Discounts on vehicle servicing and bodyshop repairs
- ✓ Generous annual leave entitlement
- ✓ A welcoming, inclusive, and supportive team culture
- ✓ The opportunity to work with a trusted family-run business at the forefront of local automotive retail
- ✓ Company vehicle

OUR VALUES

Telfords is proud to be Carlisle's leading independent car dealership. We are an equal opportunities employer and value inclusivity across our team. We actively support local charities including Cumbria Pride, Whitehaven Pride, Gateway4Women, and Gateway4Men. We are committed to maintaining a non-judgemental, people-first environment, where everyone is treated as part of the family.

WHO ARE WE LOOKING FOR?

- ✓ Someone with a Pro-active approach to working, never walks away from a challenge!
- ✓ Good communication and interpersonal skills.
- ✓ You will be a team player who can work alone but has a team mentality.
- ✓ You are organised and are able to prioritise tasks to maximise your output.
- ✓ You are confident and able to take charge of your role and the challenges it brings.

THE PERKS

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|-----------------------------------|------------------------|----------------------|
| ✓ BUY HOLIDAYS CLUB | ✓ INDUSTRY TRAINING | ✓ CERTIFICATION* |
| ✓ STAFF DISCOUNT ACROSS OUR RANGE | ✓ SCHEDULED EVENTS | ✓ COMPETITIVE SALARY |
| ✓ FREE EYE TEST | ✓ £1000 SIGN ON BONUS* | ✓ FRIENDLY TEAM |

WHY TELFORDS?

We're committed to creating a workplace where talented professionals can thrive. Whether you're looking to step up into a senior role or bring your experience to a supportive, well-equipped workshop, this is your chance to grow with a dealership that values its team. We have been running as a family business since 1973 where we treat our team like our family.

THINK YOU'VE GOT THE RIGHT STUFF?

Apply today and join our family as an established business in Carlisle as part of an industry known motor group Stellantis. We have a proud history of bringing our team members with us on this mission. A team with one goal, our valued customers.

Know your skills will help take us there? Apply on indeed today by clicking the button below and begin your automotive journey today with Telfords

The motor industry is a sector full of thriving talent who in return help teams like ours provide families, businesses and communities with vehicles that not only help them get about, but make memories.

 **Apply Now**

Telfords | Gearshill Road | CA3 0ET

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