

## *Auction Operations Manager*

### Responsibilities

- Work closely with the General Manager and Auction Management to ensure the best possible customer experience
- Act as the at-auction point person for all lot operations, vehicle reconditioning and logistics management needs
- Provide direction and oversight in the execution of auction processes
- Drive the auction excellence initiative within lot operations with a strong understanding of corporate processes, collaboration across the organization and communication both externally and internally
- The ability to influence and lead others as a people, customer and business manager
- Engage with customers and employees in a transparent, reliable, and positive manner
- Know, practice, and ensure that company policies, procedures, and applicable state and federal laws are always followed

### Skills & Attributes

- Strong verbal, written communication and computer skills
- Sales and customer focused, with an organized and systematic approach to the work
- Must be able to work with minimal supervision and have strong organizational skills
- Demonstrated ability to follow-through both with internal partners and external customers.
- Forward-thinking
- Lead through encouragement and coaching, navigates conflict through positive conflict resolution
- Detail oriented and consistent in the execution of job duties

### Style

- Excel in a fast-pace, high-pressure environment where speed and quality are paramount
- Self-motivated in order to drive efficiency and team work
- Ability to demonstrate professional behavior always

### Experiences

- Bachelor's Degree in Business or Related Field
- Three or more years of people management experience
- Five to seven years of customer service experience
- Qualified to operate a motor vehicle and possesses a valid driver's license
- Whole Car Auction experience preferred
- Must be able to work with minimal supervision
- Must be able to work accurate, efficiently and have strong organizational skills
- Must have ability to remain flexible in work assignments, schedules and have the ability to multitask as necessary