



Full Time and Part Time Job Vacancy

Sales Consultant (Online) – Automotive

Remuneration Package:

Job Title:	Automotive Online Sales Consultant (Luxury Sports)
Position availability/Start date:	2 positions available from September 2021
Salary Guide:	Full Time: 14,000/-aed per month OR Part Time: 6,500/-aed per month
Quarterly Bonus:	Open to discussion
Visa:	Full work visa provided
Additional:	Health Insurance, Laptop
Working hours:	Up to 48 hours per week (Flexi hours – Alternating shift times), 6 Days per week
Holidays :	25 Days
Position reporting into:	Head of Operations

General Overview:

With the continuous drive towards innovative solutions, Pineapple Group stay intrinsically involved with the day-to-day operations of our clients' business. We pride ourselves on the ability to consistently discover and understand new challenges facing the industry and evolve modern solutions to offer to our customers. These new positions lay at the heart of our innovative DNA.

Job Description:

This is a full-time OR part-time position based in Dubai with great potential. The Online Automotive Consultant (or Virtual Consultant) role fulfils the need for a new and dynamic approach to modern Sales techniques especially in light of the Corona Virus pandemic. Working alongside a prestigious brand with a strong motor sports heritage, the successful candidate will be required open conversations with customers and successfully present both the brand and the specific vehicles of interest via live stream video or instant messenger whilst guiding the customer towards the next steps in the enquiry process.

The management team will give all the support they can, to assist you with your role. In the early stages, this business will be very 'hands on'. This isn't a job for the faint of heart and the business is continuously evolving but certain roles may remain fairly static for long periods of time. The right person will be rewarded in line with business growth and/or specific KPI's.

Key Objectives:

1. Host text chats and live stream videocalls with customers
2. Answer customer questions on the products and services offered by the brand
3. Build value in the product by upselling and reassuring clients that they are making the right choice
4. Consolidate information and distribute leads to the relevant Centres across the region
5. Create new informative and interactive video content



The ideal candidate:

The ideal candidate would have an automotive background preferably in sales and be able to demonstrate good technical knowledge of complicated systems with the ability to describe those systems in an easy to understand way. They would display great communication skills and would be conscious of their own voice, tone, pitch, expression and articulation. They are smart, well presented and courteous and able to engage with people easily. In this customer centric role, the successful candidate will have high standards of self-assessment and management and be able to conduct themselves in a professional manner. Being comfortable in front of a camera is a big asset. Please note that technical training will be provided if it required.

Attitude & Mindset

Working for a start-up company is demanding and the decision should not be taken lightly. Any role within our business requires dedication to the cause and an overall understanding that hard work and devotion will be the difference between success and failure. Long hours are not expected but, in many cases, will be the enabler for Pineapple Group to excel beyond the competition.

To do this job, you must have the confidence to:

1. Handle first contact with new automotive clients
2. Present a product via live stream video
3. Respond quickly to new circumstances and new information
4. Guide conversations keeping the end goal in mind
5. Operate new technology with great ease and professionalism
6. Think quickly under pressure (During a live conversation)
7. Be comfortable with video chat
8. Have a good command of the designated language

Tasks:

- Complete product presentations to customers from all over the globe.
- Present, explain and articulate complex machinery and technology
- Create high quality videos and content for products
- Effective handling of any direct enquiries.
- Market research of competitor products

Skills and Qualifications:

- Fluent (written and spoken) in any or some of the following languages:
 - English
 - Arabic
 - Urdu
 - Hindi
 - French
- Interpersonal skills
- Show initiative
- Think methodically
- Focus on detail
- Process oriented
- Show empathy
- Good listener
- Punctual

Proficient with operating electronic devices (PC, phone devices, camera, video, hardware etc)



Above, Below and beyond

All Pineapple Group FZE employees are aware that in these new times of flexible and dynamic working environments, you can sometimes be asked to go above, below and beyond what is normally expected from your original designated role.

Above: Given our continuous goal to expand and stretch our business, we would expect our employees to be ready for new challenges that go above the role that they currently do.

Below: Sometimes as the business expands and contracts, there is a necessity to be a team player and accept tasks and jobs that might be below your original defined role. This would only be done for strategic reasons but requires flexible staff that are prepared to roll their sleeves up and do what needs to be done to move the business forward.

Beyond: Going that extra mile for clients when it is prudent to do so will be the difference between us and our competitors. We pride ourselves on being able to see the areas where we can offer value to our clients and do what we need to keep them returning to us.

Please note that all applicants should not be comfortable with the possibility of working unsociable hours.

The recruitment process:

Stage 1: Initial Application

If you think that this is a job for you, please submit your CV along with a covering letter.

Stage 2: Questionnaire & Profile Assessment

Once your CV has been received, we will review your application. If your CV and covering letter meet the required standards, you will be issued with a Questionnaire and profile assessment.

Stage 3: Face to Face Interview

Once you have completed the questionnaire and Profile Assessment, your results will be reviewed for business suitability. If your profile is in line with the position, you will be invited to attend a face-to-face interview. Decisions are then made within 2 weeks of interview.