

PLAYBOOK

JAN 2017 VERSION 01

ON-BOARDING ESSENTIALS: MANHEIM IS COMMITTED TO HELPING YOU SUCCEED.

EXCLUSIVE

THIS PLAYBOOK WILL GUIDE YOU INTO YOUR NEW ROLE AND IT WILL SERVE AS A BASELINE FOR YOUR PERFORMANCE MANAGEMENT OPPORTUNITIES.

SCHEDULE TIME WITH YOUR MANAGER TO JOB SHADOW TEAM MEMBERS THROUGHOUT THE DAY.

DEVELOPMENT OPPORTUNITES

PAVING THE WAY TO SUCCESS INVOLVES DEVELOPMENT OF YOUR SKILLS. REVIEW THE CORE COMPETENCIES FOR THE COMPANY AND DETERMINE AREAS YOU MAY NEED TO ENHANCE.

DAY IN THE LIFE

TAKE A GLIMPSE INTO THE "DAY IN THE LIFE" OF AN ASSISTANT GENERAL MANAGER. LEARN WHAT YOUR RESPONSIBILITES WILL BE AS YOU PREPARE FOR YOUR NEW ROLE.

WE LOOK FORWARD TO

**BLAZING A TRAIL
FOR THE FUTURE!**





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WELCOME TO YOUR CONTINUOUS LEARNING RESOURCE

As a member of Manheim's Leadership team, you play a vital role in leading team members, championing change, building teams, advocating for the client. The Assistant General Manager (AGM) - Operations Playbook will guide you through a recommended continuous learning process, and can be used as a reference guide throughout your career as an AGM. However you are not alone in this process, by working with your manager, you will be provided with coaching and additional support in helping you achieve the expertise to perform your role successfully.

This Playbook highlights your learning expectations. The learning expectations will assist you in reaching the competencies expected based on your position. Use the Playbook to follow your continued learning

process and note any areas where your manager can provide additional information. The performance expectations will allow you to determine strengths and opportunities in developing the skills necessary to assist Manheim in becoming a World Class Organization.

As you progress through the continued learning plan, continually communicate with your manager to update your Individual Development Plan (IDP) to accomplish your goals. While the Playbook may look exhaustive, it should not overwhelm you but be a reassurance that Manheim has invested in developing a thorough and comprehensive plan to help you and Manheim succeed.

Thank you for being a part of the Manheim Leadership team and we look forward to blazing a trail for the future!



A Day in the Life

The Assistant General Manager - Operations is a key member of the Manheim team to deliver the One Manheim experience. To be successful, the AGM of Operations must perform a set of tasks on an daily and weekly basis. To give you a glimpse into your typical day, take a look at the following pages.



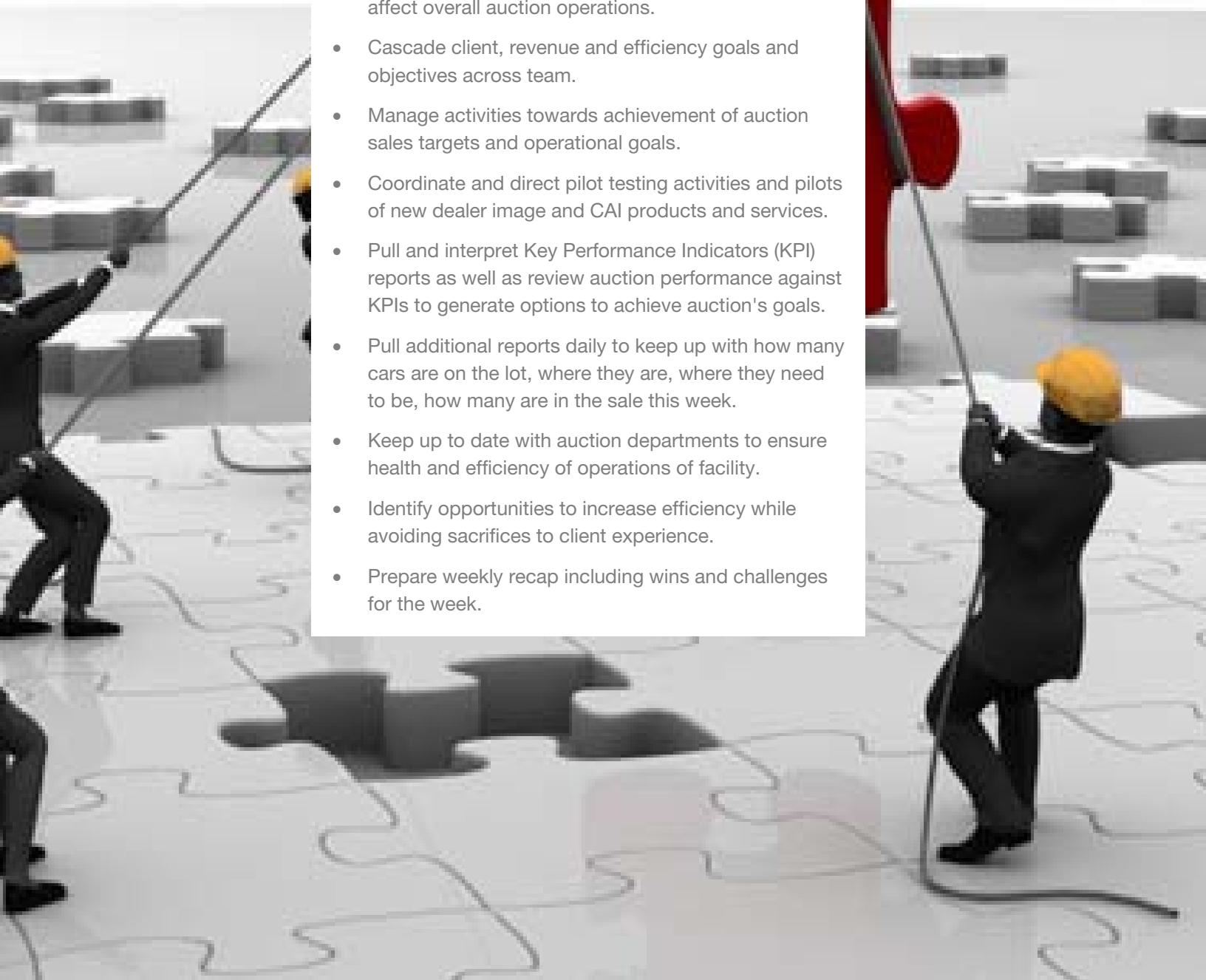
A Day in the Life



01

Managing the team

- Collaborate with other AGM's on overall management of Auction operations, and development and implementation of auction policies.
- Provide organizational perspective on issues that affect overall auction operations.
- Cascade client, revenue and efficiency goals and objectives across team.
- Manage activities towards achievement of auction sales targets and operational goals.
- Coordinate and direct pilot testing activities and pilots of new dealer image and CAI products and services.
- Pull and interpret Key Performance Indicators (KPI) reports as well as review auction performance against KPIs to generate options to achieve auction's goals.
- Pull additional reports daily to keep up with how many cars are on the lot, where they are, where they need to be, how many are in the sale this week.
- Keep up to date with auction departments to ensure health and efficiency of operations of facility.
- Identify opportunities to increase efficiency while avoiding sacrifices to client experience.
- Prepare weekly recap including wins and challenges for the week.

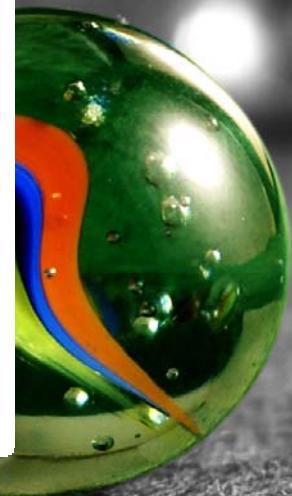


A Day in the Life

02

leading

- Solicit improvement ideas from team members in response to client satisfaction, cars sold, cost/timing for completion of claim process.
- Pitch in: Participate in small tasks (that assist and show team members / clients you care).
- Build relationships, mutual trust, respect, and cooperation among team members.
- Make oneself available among departments within the auction.
- Gain commitment from team members for driving consistency through Standard Operating Procedures and actions based on client feedback.
- Champion team members by creating a welcoming environment.
- Encourage team members to participate in auction events and initiatives that drive morale.
- Empower team members to take action, problem solve, make decisions, be accountable.
- Seek opportunities to develop team members. Provide learning opportunities. Teach not tell.
- Lead by doing. Lead by example.

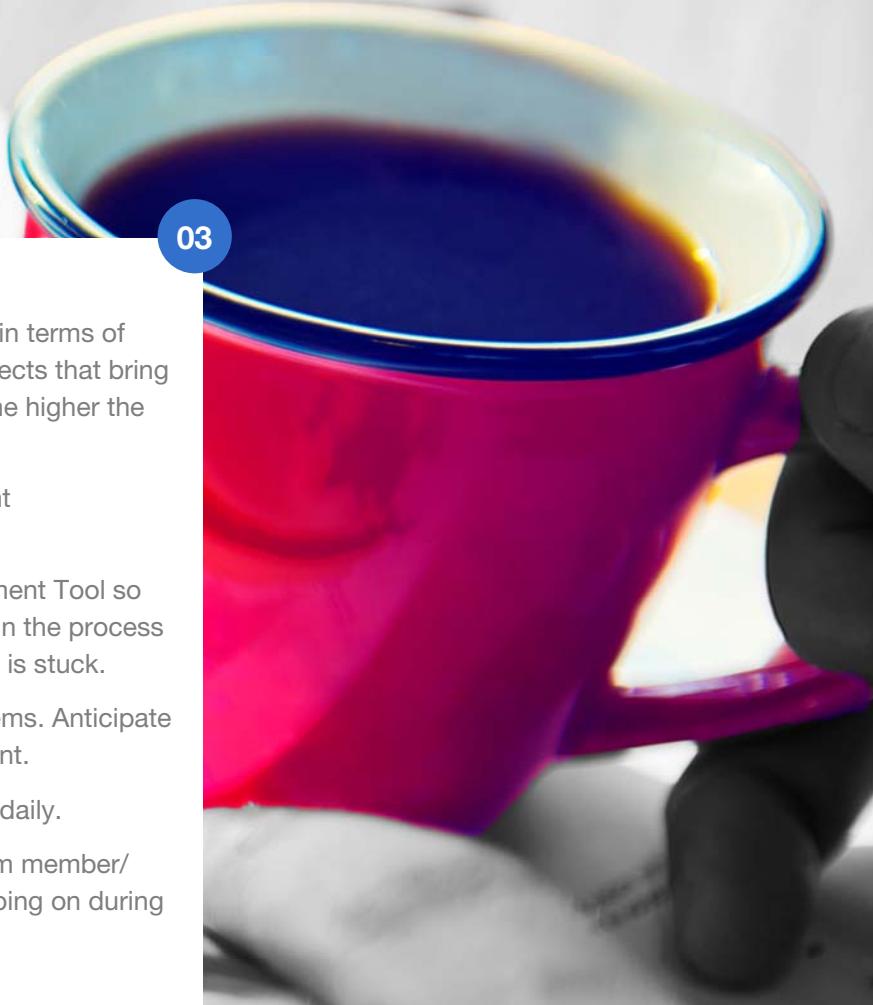


A Day in the Life

03

Managing the work

- Prioritize and delegate: Reflect on the auction in terms of client experience. Profit and loss, KPI and aspects that bring the business closer to bad client experience the higher the priority.
- Maintain focus on team members development opportunities.
- Track inventory: Utilize the Inventory Management Tool so you are able to determine where the units are in the process and how you can help move the inventory that is stuck.
- Predict and prevent: Work ahead of the problems. Anticipate challenges that will interrupt service to the client.
- Keep abreast of auction/department activities daily.
- Keep track of emails, calendar and attend team member/department meetings to understand what is going on during the week.
- Take notes, document important items, file.



04

understanding the industry

- Access Medallia to review surveys. Understand client perceptions.
- Gain insight from clients directly.
- Support the business by understanding the business outside of the auction. Understand what other businesses the dealer engages with and needs to support their business.
- Leverage sources of market information (Auto News, Fuel, Harvard, business reviews) to gain industry insights.

A Day in the Life

05

client experience

- Ensure high standards of client service and client commitments are maintained at the location to improve the client experience and prevent service issues from occurring.
- Develop and execute strategies to improve client experience at the auction to drive business development and sales volume including reactivating inactive customers, customer incentives, OVE incentives, connecting dealers and commercial clients with other CA brands to bridge service and product gaps, etc.
- Resolve escalated Arbitration issues and engage the appropriate auction management team on follow up and resolution plans.
- Teach team members that every job at the auction is directly related to client experience.

06

client relationships

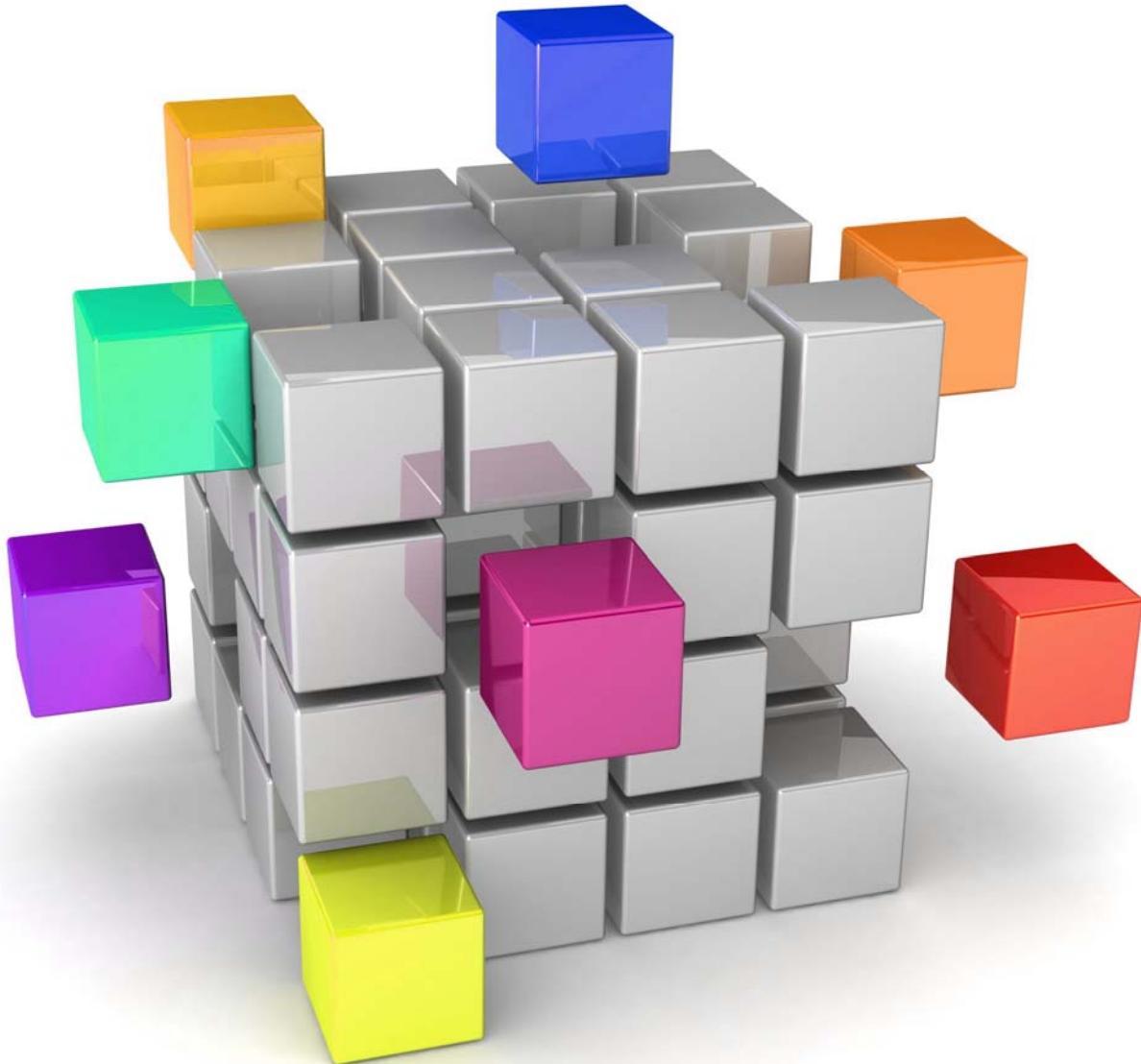
- Resolve problems quickly and efficiently.
- Maintain a solution-oriented mindset. Solve issues as they emerge.
- Be approachable, people-oriented, and positive even when faced with challenges.
- Stay supportive, empathetic, and reflect a genuine understanding of clients issues.
- Be relatable to team members and clients.
- Be present: Stand in lobby, shake hands, greet dealers and walk down lanes, stand behind the block. Be seen. Be apart of the sale day.

Assistant General Manager - Operations

Core and Career Level Competencies

Cox has identified core and career level competencies to help you be successful in your role. These competencies are reinforcement to your responsibilities and will assist you to be a successful contributing member of the Manheim team.

Review the competencies applicable for your position in the following section. The Playbook will guide you to further develop these core areas and will serve as a baseline for performance management opportunities. Your overall success will expand as you further develop the identified core competencies. Continually discuss the competencies with your manager to confirm your understanding of these expectations.



AGM - Operations **Core** Competencies

Core Competencies define how we do our jobs and the common behaviors and actions - across all job functions and all job levels for every team member - that will help us achieve greater success as individual and as a company. They are used throughout all Cox divisions and career levels, allowing team members to see what's expected in different positions throughout the company. You will discover these competencies are a vital tool for things such as career development discussions with team members and managers, individual development plans and yearly performance management. The Core Competencies include:

- Focus on Customers
- Drive Results
- Develop Self and/or Others
- Champion Change
- Value Others
- Build Relationships



Core Competency

focus on customers

01 Description

Promoting and living customer service as a value. Ensuring that the (internal or external) customer's needs are a driving force behind priorities, decisions, processes and activities.

- Seeks to understand customers
- Identifies customer service issues
- Drives customer-focused practices
- Managers customer experiences



03 Courses to Help You Develop

- Emotional Intelligence at Work
- Customer Advocacy: Identify and Managing Customer Expectations
- Trusted Adviser
- Building Lasting Customer-brand Relationships
- Customer Advocacy: Customer Interactions
- Customer Advocacy: Communicating to Build Trusting Customer Relationships
- Customer Service in the Field
- Manheim Auction Client Experience
- Customer Advocacy: Communicating to Build Trusting Customer Relationships
- Customer Advocacy: Enhancing the Customer Experience
- Creating and Sustaining a Customer Focused Organization



02 Actionable Examples

- Collaborate with the Auction Sales activities to foster client relationships.
- Assist in the resolution of client problems during Sales Day pre & post activities.
- Provide guidance to Lot Operations, Dealer Services, Commercial, Vehicle Entry & Arbitration for preventing service issues from occurring/re-occurring.
- Gather client information on recon services.
- Drive client-focused practices at recon shops.
- Identify barriers that impact client service on recon services.

Core Competency

drive results

01 Description

Setting high standards of performance for self and others; assuming responsibility and sense of urgency for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed. Examples behaviors include:

- Maintains focus
- Measures progress and outcome
- Ensures accountability



03 Courses to Help You Develop

- Communicating Effectively with Project Stakeholders Simulation
- Developing the Strategic Thinking Skill of Seeing the Big Picture



02 Actionable Examples

- Oversee scheduling of team members for departments.
- Ensure departments are appropriately staffed to cover overlap & time gaps.
- Oversee flow of car activities across the auction including handling & movement of vehicles on the lot.
- Ensure quality of service and products including images & cars parked are set for sale.
- Cascade client, revenue & efficiency goals & objectives throughout departments.
- Determine & implement corrective actions to maintain appropriate margins in location's reconditioning departments.
- Implement & maintain security and safety related processes & procedures.
- Monitor lane flow.
- Drive daily auction debrief meetings with all auction departments.

Core Competency

develop self and/or others

01 Description

Planning and supporting the development of knowledge, skills and abilities to fulfill current or future job responsibilities more effectively. Example behaviors include:

- Determines talent gaps
- Recruits strategically
- Champions talent development
- Promotes differential rewards
- Emphasizes retention



03 Courses to Help You Develop

- Workforce Planning and Employment: Recruitment Strategies
- Aligning Recruitment to Job Requirements
- Integrated Talent Management Recruitment Overview
- Leading Teams: Establishing Goals, Roles, and Guidelines
- Planning for Performance
- Reviewing and Rewarding Performance
- Establishing the Conditions for a Learning Culture
- Developing Your Career
- Retaining Your Talent Pool
- Creating a High-Retention Organizational Culture Simulation
- Preventing High Turnover Rates: How to Keep The Best
- Human Resources Development: Employee Training



02 Actionable Examples

- Evaluate performance of direct reports.
- Ensure team members receive a written performance review.
- Collaborate with HR to ensure appropriate rewards are linked to performance.
- Partner with location's management team to create targeted development plans for high performance/high potential team members.
- Oversee training implementation of safety and efficiency tools programs for auction team members.
- Supporting recruiting efforts for Supervisor/Manager throughout teams.

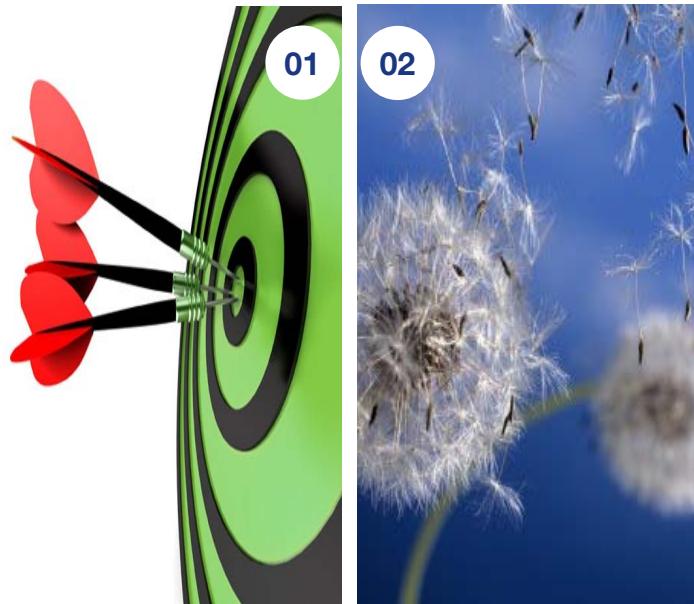
Core Competency

champion change

01 Description

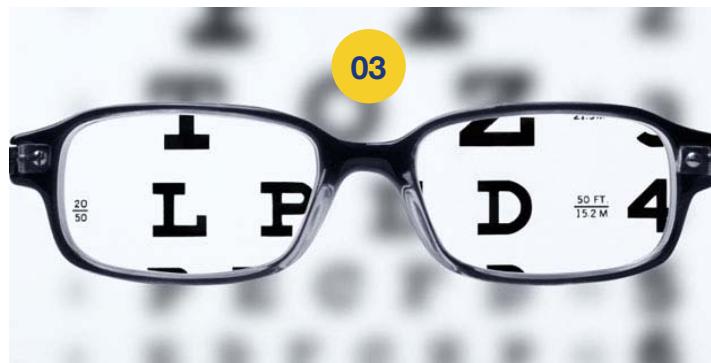
Actively engaging and supporting change and innovation by communicating the future state, trying new approaches and collaborating with others to make the change successful. Example behaviors include:

- Identifies change opportunities
- Initiates change
- Facilitates transition



03 Courses to Help You Develop

- Beyond Change: Working with Agility
- Communicating during Difficult Times
- Managing for Rapid Change and Uncertainty



02 Actionable Examples

- Direct product & service pilots for recon / inspections.
- Communicate and/or cascade ways to achieve financial goals throughout Lot Operations.
- Communicate practices for maintaining efficient operations.
- Maintain ongoing communication with managers & supervisors.
- Foster open communication with Auction team members.
- Support service & product roll outs.
- Support team member relations to foster engagement & inclusion.

Core Competency

value others

01 Description

Gaining other people's trust by "doing the right thing," demonstrating openness and honesty, behaving consistently, supporting an inclusive work environment and acting in accordance with legal, moral, ethical, professional and organizational guidelines in support of our Values. Example behaviors include:

- Demonstrates personal integrity
- Encourages disclosure
- Facilitates an open exchange of ideas
- Advocates for others



02 Actionable Examples

- Set example of desired code of conduct for direct reports by being punctual, upholding Manheim policies & CAI core values.
- Encourage & build mutual trust, respect, & cooperation among team members.
- Facilitate open exchange of ideas & perspective with dealer/client teams.
- Foster inclusion with Dealer/Commercial client team members & make team members feel valued & included.
- Advocate the value of diversity as a competitive advantage & offer options for increasing diversity in the workplace.

03 Courses to Help You Develop

- Working for Your Inner Boss: Personal Accountability
- Using Business Etiquette to Build Professional Relationships
- Do You Share Your Organization's Values?
- Leading Teams: Establishing Goals, Roles, and Guidelines
- Managing Conflict
- Setting and Managing Priorities within the Organization: Motivation
- Generating Creative and Innovative Ideas: Maximizing Team Creativity
- Managing Internal Dynamics in a Cross-functional Team
- Diversity on the Job: Diversity and You



Core Competency

building relationships

01 Description

Building, leveraging and maintaining relationships within and across work groups. Example behaviors include:

- Identifies partnership opportunities
- Reaches out
- Expands mindset
- Strengthens partnerships



03 Courses to Help You Develop

- Using Facilitation Skills as a Manager
- Business Execution: Linking Strategy to People and Operations



02 Actionable Examples

- Maintain collaborative relationships with auction management including the GM & AGM Client.
- Keep ongoing relationships with market level support teams (I.e. Finance, HR, MFS, Recon, Safety, Security, Sales) to evaluate operations efficiencies & opportunities.
- Work & communicate with auction managers to achieve optimum Lot Operations results.
- Collaborate with Market and Home Office Security Business Partners on safety practices.
- Collaborate with the recon team on quality issues and enhancements to meet client expectations including SLE's, etc.



**“Building,
leveraging and
maintaining
relationships”**

AGM - Operations **Career Level** Competencies



Career Level Competencies help establish common defined behaviors and expectations for similar roles within and across divisions. They offer specific examples of behaviors that lead to success based on the team member's level within the organization. The Career Level Competencies include:

- Business Acumen
- Decision Making
- Establish Strategic Direction
- Influencing Others
- Lead Teams

Career Level Competency

business acumen

01 Description

Using one's knowledge of economic, financial, market and industry trends to understand and improve individual, work group and/or organizational results; using one's understanding of major business functions industry trends and own organization's position to contribute to effective business strategies and/or tactics. Example behaviors include:

- Isolates key levers
- Focuses decision-making processes



01

02

02 Actionable Examples

- Leverage sources of market information to stay informed of automotive trends & competitors in the market.
- Participate in National Auto Auction Association to stay current in industry trainings, auto remarketing trends, & other industry highlights.

03 Courses to Help You Develop

- Risk Management: Identifying Risk
- Risk Management: Assessing Risk
- Risk Management: Dealing with Risk
- Developing the Capacity to Think Strategically



03

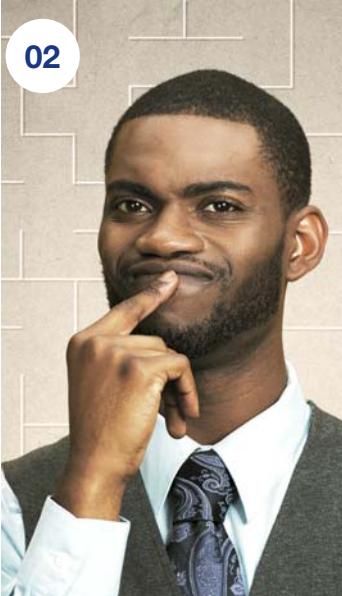
Career Level Competency

decision making

01 Description

Identifying and understanding problems/opportunities by gathering, analyzing & interpreting quantitative/qualitative information; choosing the best course of action by establishing clear decision criteria, generating/evaluating alternatives, making timely decisions; taking action that is consistent with available facts/constraints & optimizes probable consequences. Example behaviors include:

- Gathers information
- Makes connections
- Determines the best alternative
- Demonstrates decisiveness/action
- Considers others' perspectives



03 Courses to Help You Develop

- Acting Decisively
- Playing the Devil's Advocate in Decision Making
- Uncovering the Root Problem
- Decisions: Making the Right Move
- Solving Problems: Generating and Evaluating Alternatives
- Making and Carrying Out Tough Decisions



02 Actionable Examples

- Monitor overall financial and sales reports.
- Review the Driver Management Tool, Mechanical Check Report & Operations Performance Report (OPR) to evaluate efficiencies, volume & performance.
- Review Overtime Hours & Team Member reports to determine how overtime, staffing, wage expense trends realize auction efficiencies.
- Review work volumes.
- Monitor staffing levels for auction efficiencies.
- Monitor quality of work products.
- Review departmental performance against key performance indicators.
- Align Lot Operations & Reconditioning processes with company objectives & strategies.
- Review arbitrations that resulted from errors in Condition Reports and/or Sales Inspections.

Career Level Competency

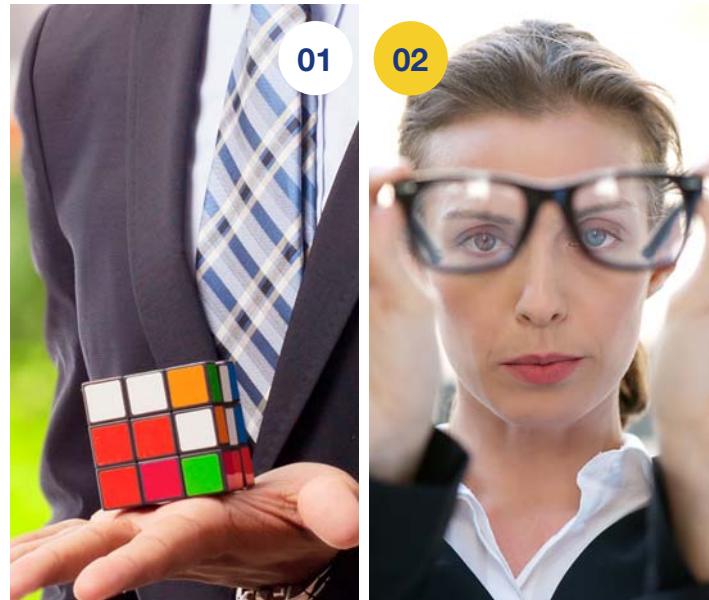
establish strategic direction

01 Description

Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, organizational values, and emerging economic, technological, and regulatory conditions.

Example behaviors include:

- Seeks perspective
- Analyzes information
- Determines strategic priorities
- Outlines strategic plan



03 Courses to Help You Develop

- Developing the Capacity to Think Strategically
- Developing the Strategic Thinking Skill of Seeing the Big Picture



02 Actionable Examples

- Monitor overall financial, performance & sales reports to evaluate auction trends.
- Leverage insights & refocus department managers' efforts, as needed, to achieve established goals & objectives.
- Develop and execute strategies & back up plans to improve auction operations.

Career Level Competency

influencing others

01 Description

Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes. Example behaviors include:

- Develops influence strategy
- Ensures mutual understanding
- Makes a completing case
- Gains commitment
- Demonstrates interpersonal diplomacy



01

02

02 Actionable Examples

- Communicate the operation's agenda & across departments.
- Ensure mutual understanding of lot & recon operations issues to drive shared agreements.
- Gain commitment from departments for achieving goals & priorities.
- Gain commitment from departments for consistency with Standard Operating Procedures.

03 Courses to Help You Develop

- Leadership Essentials: Building Your Influence as a Leader
- Leadership Essentials: Leading with Emotional Intelligence
- The Voice of Leadership: Inspirational Leadership
- Creating and Maintaining a Positive Work Environment



03

Career Level Competency

lead teams

01 Description

Using appropriate methods and a flexible interpersonal style to build, motivate, and guide a cohesive team to complete team goals.

Example behaviors include:

- Creates shared purpose
- Promotes team processes
- Celebrates success
- Stays close



02 Actionable Examples

- Evaluate performance of direct reports.
- Conduct performance appraisals of direct reports.
- Manage achievement of goals for lot operations departments.
- Monitor team performance & take necessary actions for the safe and effective handling of vehicle movement.
- Role-model Safety Excellence standards.

03 Courses to Help You Develop

- Building Trust Incrementally
- Inspiring Your Team
- Leading Teams: Building Trust and Commitment
- Leading Teams: Establishing Goals, Roles and Guidelines





“*Build, motivate,
and guide a
cohesive team...***”**

Onboarding Essentials

It takes time to develop and familiarize you with your new position.



Manheim realizes that it takes time to develop and familiarize you with Manheim and the Assistant General Manager position. Regardless if you are new or have been with Manheim family in a different capacity, adjusting to the roll is an important step in the process. The Onboarding Essentials for the Assistant General Manager will provide you with the core knowledge vital to success during this phase, along with the expectations and training that will help you understand your roll and function.

Onboarding Essentials *continued*

learning & absorbing (week one)

Human Resources: Logistics

- Badge
- Forms, Benefits
- Roadtrip

This will be coordinated through your Human Resource Business Partner.



Hardware: Setup equipment

- Voicemail
- Computer

Login: Confirm login credentials

- * Oracle Financial Systems
- * CITRIX
- * NADA Database



This list should represent all the tools you will need in order to perform your job successfully.



Surroundings: Auction Tour

Coordinate this activity with your manager so you can begin to understand the departments that exist and how each work.

Utilize the “know your team” job aid in the resource section of this booklet to assist you.

Learn about the company: Complete online training videos

- * Welcome to Cox Automotive
- * Department 101
- * Manheim 101
- * Product 101
- * Remarketing 101
- * Marketing Digital Marketplace



Access these online modules through Learning Lane (your internal training resource).

Onboarding Essentials *continued*

learning & absorbing (week two)

Continued Learning: Policies

- Orient yourself with the auction policies and NAAA. Understanding these policies is key to success in your role. *NAAA is available on Manheim.com.*
- Take time to learn who your clients are. What do you need to know about the dealer? Are there differences between new and used car dealers? How do you manage the dealer relationship as it pertains to your role? Discover if there are opportunities to learn more about the specific dealers that do business at your auction location.



Learn about the auction: Job Shadowing



Work with your manager to coordinate job shadowing of the following:

- **Current AGM:** Understand your job role and responsibilities
- **AGM's at other locations:** Gain a broader perspective of the role and gain exposure on how to handle different types of situations and best practices. (*Several hours to one day with each person*)
- **Each auction department:** Gain an understanding of the auction and how the key areas function. (*One day in each department is highly encouraged.*)
- **Mentor Program:** Begin GM/AGM Mentor Program

These activities will help you understand your auction, how the key areas are functioning and provide exposure to different types of best practices and situations.

This will take more than your second week to accomplish. Work with your manager to coordinate this over the next two months.

Utilize the “know your team” job aid in the resource section of this booklet to assist.

Onboarding Essentials, learning and absorbing (week 2) *continued*

Tools for the job: Training

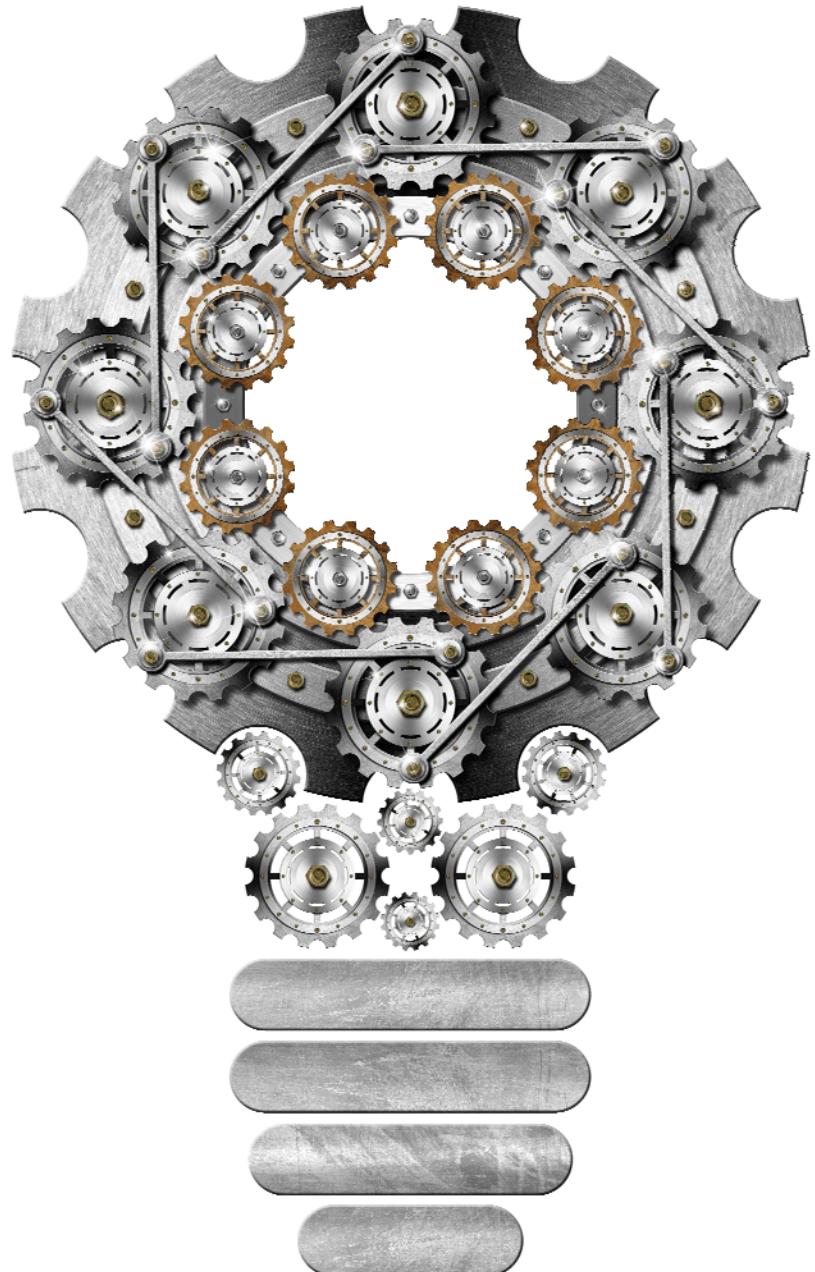
At this point, you should be ready to absorb more information about the auction and the tools that will set you up for success. The following are a list of classes on Learning Lane that will continue to support your efforts using:

- AS400
- Oracle
- G2G Change Management Courses
- m.power curriculum
- Manheim Auction Client

Ask and understand:

- What is the purpose of each tool?
- What value do these tools bring my team members?
- Will it benefit me to learn this tool? How could this be useful in my role?
- How could my knowledge of these tools help me to support my team?

Utilize the “know your tools” job aid in the resource section of this booklet to assist you.



Onboarding Essentials *continued*

collaboration & application (30-60 days)

At this point, you should have the core knowledge vital to success as an Assistant General Manager, as well as the expectations and training to complete the essentials of your role. During the Collaboration and Application phase (30-60 days), you will continue to build upon the previous foundation to increase your performance and knowledge. Your manager will continue to coach you toward the performance expectations as you continue your development based on your Individual Development Plan (IDP). See the core and career level competencies and recommended courses to help you develop.

As you deepen your understanding in your role, consider taking the following courses on Learning Lane:

- Introduction to Manager Learning, Tools and Systems
- Leading Teams: Establishing Goals, Roles, and Guidelines
- Customer Advocacy: Communicating to Build Trusting Customer Relationships

performing & leading (60-90 days)

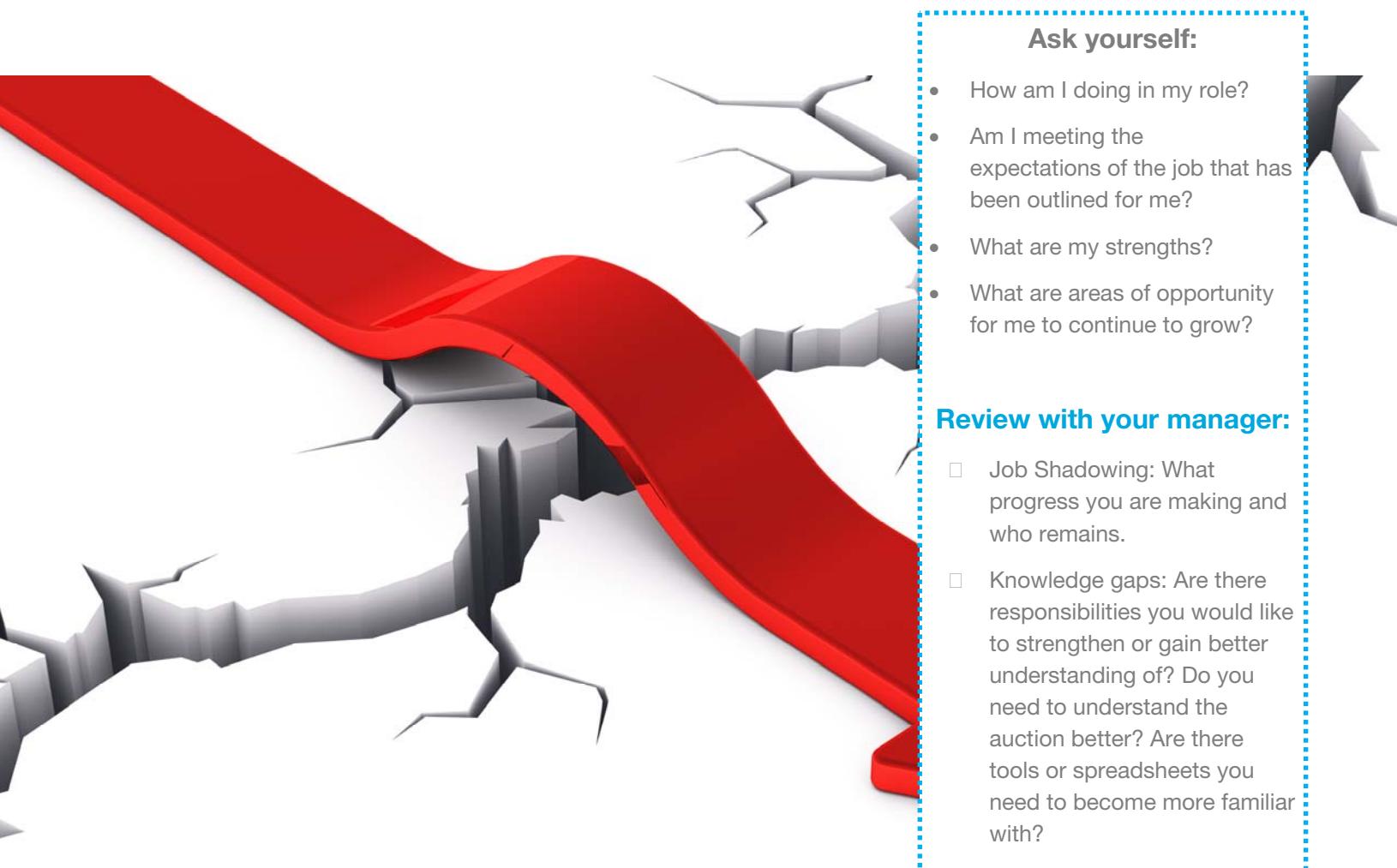
As you progress through the *On-boarding Essentials* and *Collaboration & Application* phases of training, your job development and position knowledge will be evident through performance expectations. The Performing and Leading phase of training will allow you, with your manager's guidance, to enhance your strengths and opportunities as identified in your Individual Development Plan (IDP).

Review with your manager:

- Departments you have observed around the auction.
- AGMs you have met with. Discuss other AGMs that would make good contacts. Continue strengthening your foundation by collaborating with those in the region or market. Discuss operational challenges, provide insights on solutions and reach agreements on market relevant strategies.

reflecting & challenging (90-180 days)

You have reached the mid point of your first year. It is now time to reflect on what you have learned in your new role and areas you need to continue to challenge yourself. Review your **core level competencies** and determine an area that you can focus on and grow from additional attention. Review the recommended training for that competency. Take advantage of any reasonable opportunity to develop in this area. Work with your manager to ensure you have the proper support as you continue your journey of progression.



Ask yourself:

- How am I doing in my role?
- Am I meeting the expectations of the job that has been outlined for me?
- What are my strengths?
- What are areas of opportunity for me to continue to grow?

Review with your manager:

- Job Shadowing: What progress you are making and who remains.
- Knowledge gaps: Are there responsibilities you would like to strengthen or gain better understanding of? Do you need to understand the auction better? Are there tools or spreadsheets you need to become more familiar with?



Onboarding Essentials *continued*

performing & leading (180-365 days)

You are closing in on your first year on the Leadership team. You have successfully completed the first 180 days in your role and should be feeling confident as you have worked hard to develop in key areas. At this point, ensure you have a solid understanding of Business Acumen. Select two of the following course to complete:

- Principles of Accounting and Finance for Non-financial Professionals
- Analyzing Financial Statements for Non-financial Professionals
- Thinking Like a CFO: Mind-set and Financial Priorities
- Business Performance and Financial Measures in Six Sigma

After you have completed the course, as step, take time to review the **career level competencies**. Determine how you are performing on each, where you are leading strong and what areas exist for improvement.

Ask yourself:

- What areas am I excelling?
- If I had to identify two competencies to strengthen, which would those be?
- Aside from the recommended training, are there other opportunities I can take advantage of to strengthen my skill in these areas?

Follow up with your manager on the above so they see how you are taking control of your career and how they are able to support you as your progress.

resources

In this section, you will find several job aids to help you through your learning journey. You can use these as you learn more about the auction, your team and the tools you will use to be successful in your role. Be sure to take these with you when you take a tour of the auction, job shadow and work with peers. Document questions you have and information you learn that may be helpful to establish a solid foundation in your role.



know your tools

As an Assistant General Manager, you will need to familiarize yourself with several tools. Take time to truly understand their function, what the capability of each system is and how each aid you on the job. Learning a new role can be overwhelming - document the main points (i.e.) so you have something to refer back to later. Ask yourself:

- How will this tool be usefulness to me?
- How am I able to solve a client challenge with this tool?

Inquire if there are tools missing from the below list that you would benefit from learning.

- The Driver Management Tool

- Seller Dashboard

- The Collections Tool

- Mable (ECR Display Form)

- SmartOffice

- AutoCheck Auctions

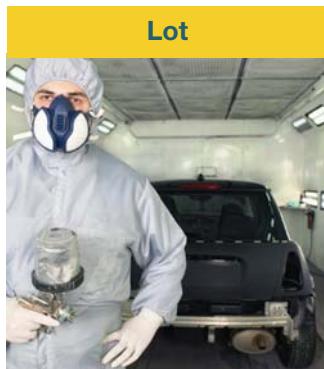
- Inventory Management Tool

- GlobalPay

- McClusky Dashboard

- CoxAuto Apps

know the team



Includes a variety of areas including pre-inventory, sold vehicles, auction lanes, no sale, arbitration and mechanics shop, recon units and vehicle registration.



Provides security for the auction facility.



Seller goes to drop-off and register a vehicle for the auction. Seller orders services (e.g. inspection, repair work) here prior to auction day.



Ensures all sellers have and provide a gate pass before leaving facility.

Notes

Primary Contact:

Contact #:

What areas does Lot include?

Notes

Primary Contact:

Contact #:

Notes

Primary Contact:

Contact #:

How is a car prepared for auction day?

Notes

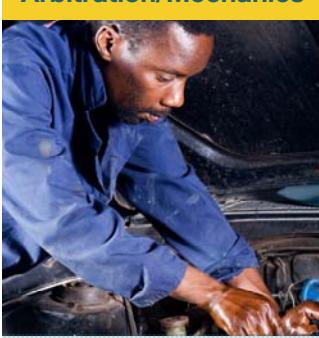
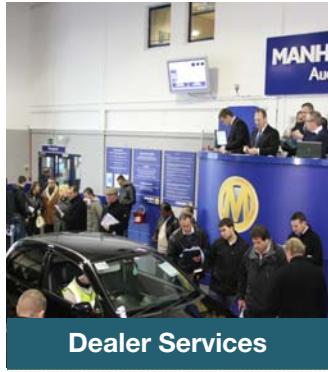
Primary Contact:

Contact #:

What is a gate pass?

How does a dealer obtain a gate pass?

Resources

Inspections/CR Facility  Performs inspections on vehicles at the auction at the request of the seller.	Recon/Detail Shop  Offers paint, body and detail work, painless dent repair, windshield repair and replacement, as well as painless touch-ups and key services.	Arbitration/Mechanics  Fixes and repairs mechanical issues at the seller's request, before the car goes to the lane.	Dealer Services  Sets up every auction including regular, highline, specialty, open, close and 100 Grander auctions.
Notes Primary Contact: Contact #: What fee-based services do we offer? What does the CR scale range from?	Notes Primary Contact: Contact #: What is the recommendation for buyers or sellers who need work on vehicle?	Notes Primary Contact: Contact #: What services are offered? Do we provide manufacturer certified technicians and mechanics?	Notes Primary Contact: Contact #: What are the responsibilities of this department?

know the auction *continued*

Payments



Handles payments including cash, check, credit card, money order and floor plan.

Notes

Primary Contact:

Contact #:

How can dealers make a payment?



Kiosks

Offers paint, body and detail work, painless dent repair, windshield repair and replacement, as well as painless touch-ups and key services.

Notes

Primary Contact:

Contact #:

Think about it...

Does your auction location have all of these teams? What other departments are or are not at your auction?

Which one's are most relevant to you?

Does your job impact other teams?

know the auction

While you are taking your auction tour and job shadowing, take time to find out more about the auction. Some of the more common questions are below. Locate these answers and think of some others that may be helpful for you to know.

1

How old is the auction?

2

How large is the auction?

3

How many team members are at this location?

4

What is the average age of the employment staff?

5

How many cars are processed here monthly?

6

Who are all the most important accounts (commercial/dealer)?

7

What is the conversion rate?

what are your questions?

What questions do you need to know about the auction to successfully perform your

