

mitsukoshi Motors PHILIPPINES, INC.
JOB DESCRIPTION

POSITION TITLE	: AREA MANAGER
DIVISION/DEPARTMENT	: OPERATIONS
LEVEL	: Manager
REPORTING LINE	
Reports to	: REGIONAL MANAGER MATRIXED TO THE EXECUTIVE OFFICER
Supervises	: Branch Managers
Internal Contact	: All Departments, Head Office
External Contact	: Customers, Government Agencies such as Barangay/LTO, Municipal/City Government/BIR and DTI

JOB OBJECTIVE:

Responsible for achieving the profitability goal and collections efficiency target of the areas assigned to him including overseeing other services being offered by the Company and provides direction and quality leadership in all assigned tasks while upholding the core values of the company.

DUTIES AND RESPONSIBILITIES		ACCOUNTABILITIES	
1. Administrative		1.1 Ensures that the Branch Manager monitors the strict implementation of company rules and regulation of the following: <ul style="list-style-type: none"> 1.1.1 Safeguarding of branch assets (e.g spare parts, brand new, reconditioned and repossessed unit) 1.1.2 Proper maintenance and usage of facilities equipment (mechanic's tools, furniture and fixtures, computers etc.) 1.1.3 Good housekeeping (maintain orderliness of the area to ensure systematic flow of work) 1.1.4 Safety and security control measures in consonance with the security standards (safekeeping of branch keys) 1.1.5 Stocks Inventory (conduct physical count of stocks inventory on a regular basis to check accuracy of reports prior to transmittal to head office and practicing FIFO system) 1.1.6 Timekeeping related matter of their personnel e.g leave, overtime, daily time records, administrative cases and reprimands on all erring employees. 1.1.7 Ensure that the branch personnel practiced telephone etiquette, company spiels. 1.1.8 Ensure that the branch practice an organize filing system such as but not limited to: <ul style="list-style-type: none"> 1.1.8.1 Loan Folders 1.1.8.2 Accountable Forms/ other Branch Related Forms 1.1.8.3 Motorcycle Plates and Registration (OR/CR) 1.1.8.4 Logbooks 1.1.9 Monitoring the following: <ul style="list-style-type: none"> 1.1.9.1 Company established funds (Petty Cash Fund and Change Fund) 1.1.9.2 Branch Collections 1.1.9.3 LTO and other special funds 	
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Mark D. Tenorio HR Manager	Richmond Ngan Executive Officer	January 04, 2015	Page 1 of 4

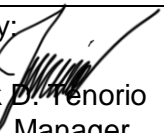
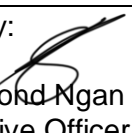
	<p>1.1.9.4 Receivable portfolio</p> <p>3.1.4.5 Reports ; ensuring the following;</p> <p>3.1.4.5.1 Accuracy</p> <p>3.1.4.5.2 Timeliness and Reliability</p> <p>1.2 Conducts cash count upon branch visit</p> <p>1.2.1 Branch un-deposited collections and company's established funds</p> <p>1.3 Oversees manning requirement in the area (hiring and training of personnel)</p> <p>1.3.1 Responsible for interviewing, hiring and training employee to equip and improve their skills needed for the job.</p> <p>1.3.2 Accountable for planning, assigning of employees in the area level</p> <p>1.3.3 Directing works, appraising performance and disciplining employees in the area</p> <p>1.3.4 Ensuring that the appraisals are fair and without bias.</p> <p>1.3.5 Providing leadership on a daily basis to employees within the areas</p> <p>1.4 Initiates new ideas in connection with the branches;</p> <p>1.4.1 Finds new methods or techniques on sales, credit and collections in order to improve the performance of the Area.</p> <p>1.4.2 Keeps on improving and enhancing his abilities, through continuing self-education.</p> <p>1.4.3 Provides opportunity with his subordinates to improve and enhance their own talents and abilities.</p> <p>1.5 Motivates Branch Managers and other branch personnel to elicit maximum productivity</p> <p>1.5.1 Conducts periodic meeting with subordinates to resolve any concerns if there are any.</p> <p>1.5.2 Ensures that his subordinates can always depend on him to do his assignments properly</p> <p>1.6 Monitors the expense of the area to maximize profitability;</p> <p>1.6.1 Reviews expenses of each branch</p> <p>1.6.2 Assures that only legitimate expenses are disbursed in order to avoid excessive expenses</p> <p>1.6.3 Adapts efficiency measures to maximize resources.</p> <p>1.7 Maintains harmonious relationship with government agencies and other department by complying in all the requirements on time and ensuring their accuracy.</p> <p>1.8 Maintains a good image of the Company in the community at all times.</p> <p>1.9 Ensures that he and his subordinate clearly understood and captures the essence the Vision and Mission of the company.</p> <p>1.10 Ensures that all branch employees manifest the company's core values.</p> <p>1.11 Performs other related task and function that may be assigned by the Regional Manager/top management from time to time.</p>
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<p>2. Repossessed Inventory Management</p>	<p>2.1 Monitors repossession in the area at the barest minimum level (less than 5 Repo Units per branch).</p> <p>2.2 Monitor and ensure that all repossessed units are</p> <p>2.2.1 Included in the approved Repo Action Plan</p> <p>2.2.2 Covered with Pull Out Order and Repo Checklist</p> <p>2.2.3 Refurbished and reconditioned</p> <p>2.2.4 Free from unfriendly elements such as:</p> <p>2.2.4.1 Theft and cannibalization</p> <p>2.2.4.2 Exposure from harmful environment conditions.</p> <p>2.3 Maintain daily and monthly repo inventory report of the area</p> <p>2.4 Repossessed Units must be disposed within a month according to:</p> <p>2.5.1 Book Value</p> <p>2.5.2 Approved Classification/Reclassification</p> <p>2.5.3 Approved Appraisal Price</p> <p>2.5 Conducts appraisal of repossessed unit at reasonable disposable value.</p>
<p>3. Credit and Collection Operations</p>	<p>3.1 Ensures that all Branch Managers are;</p> <p>3.1.1 Evaluating all the releases of the Branch assigned to him to ensure that only quality notes are being accommodated by the branches.</p> <p>3.1.2 Monitoring the Branch on following up branch accounts through personal visit to the customer and adopting other collection tools such as sending of collection letters/reminders and maintaining collection logbooks for their account counselors.</p> <p>3.1.3 Ensuring that the branches are conducting 100% unit verification on installment sales that is not earlier than seven (7) days but not later than twenty (20) days after delivery of motorcycle to the customer.</p> <p>1.12 Chairs/ conducts investigation on problem accounts and formulates action plans when necessary.</p> <p>1.13 Ensures accuracy and reliability of areas' accounts receivables records.</p> <p>3.4.1 Ensures posting on the customer ledger cards and customer field cards are up to date and regular reconciliation is made</p> <p>3.4.2 Ensures that the number of accounts per branch records tallies with customer cards/field visit cards by requiring the Area Manager to check that the branches are conducting regular reconciliation.</p> <p>4 Coaches and counsels personnel to improve their performance, to maximize productivity and correct any deficiency in the area.</p> <p>5 Reviews and suggests collection strategies to minimize bad accounts in order to prevent losses in the area.</p>
<p>4.1 Sales</p>	<p>4.1 Ensures the implementation of sales plan to meet area sales target (daily, weekly, monthly, quarterly, semi-annually and annual basis)</p> <p>4.2 Conducts review of all day-to-day activities of Company's area business regarding sales, brand new and repossessed units.</p>

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	<p>4.3 Prepares a comparative sales performance of the area for at least 2 years/per month/brand/model</p> <p>4.4 Prepares marketing plan to achieve projected sales and ensures that quota are made consistently;</p> <p>4.4.1 Conducts regular market survey on the area and competitors activities and submits recommendation to the top management on a quarterly basis or as required by the top management and/or as need arise.</p> <p>4.4.2 Conducts SWOT Analysis (Strength, Weaknesses, Opportunities and Threats)</p> <p>4.4.3 Develop strategies to improve/increase sales in the area</p> <p>4.4.4 Appraises Branch Managers performances and ensures their adherence to Company's established procedures and policies. Reports progress and results to management.</p> <p>4.5 Ensures that the Branch Managers monitor their stocks on hand, brand new units are available to prospective customers and that repossessed are maintaining a minimum inventory level.</p> <p>4.6 Establishes proper contacts regarding competitor's activities and market trends and reports to the management any important information that may affect the decision making of the senior management.</p> <p>4.7 Ensures that the good customer services are being practiced; that is before, during and after sales, in his area.</p> <p>4.7.1 Customer's Inquiries</p> <p>4.7.2 Prompt response to customer's needs</p> <p>4.7.3 Customer's complaints</p> <p>4.8 Ensures that SPICE principles of the company are being observed;</p> <p>4.9.1 Smile</p> <p>4.9.2 Prompt</p> <p>4.9.3 Initiative</p> <p>4.9.4 Courtesy</p> <p>4.9.5 Efficiency</p>
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