

# MITSUKOSHI MOTORS PHILIPPINES, INC.


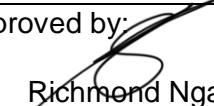
## JOB DESCRIPTION

<b>POSITION TITLE</b>	:	<b>MARKETING ASSISTANT</b>
<b>DIVISION/DEPARTMENT</b>	:	<b>OPERATIONS</b>
<b>LEVEL</b>	:	<b>RANK AND FILE</b>
<b>REPORTING LINE</b>		
Reports to	:	BRANCH MANAGER
Supervises	:	None
Internal Contact	:	All Departments and Branches
External Contact	:	Customers, Sales Agent and Display Center

### JOB OBJECTIVE :

Responsible for prospecting customer through fliers and leaflets distribution, house-to-house and other marketing activities in selling MITSUKOSHI motorcycle products and also responsible in entertaining inquiry and walk-in customers of the branch.


<b>DUTIES AND RESPONSIBILITIES</b>	<b>ACCOUNTABILITIES</b>
1. Administrative	<p>1.1 Maintains and safeguards Customer's files;</p> <p>1.1.1 Ensures that all installment sales have corresponding customer files</p> <p>1.1.2 Ensures that all installment sales have customer ledger cards and customer's field cards, for cashier and account counselor, respectively</p> <p>1.1.3 Keeps the duplicate keys on installment sales in the customer's file</p> <p>1.1.4 Adopts systematic filing of customer's file</p> <p>1.1.5 Prohibits borrowing of customer's file unless authorized by the branch manager or area manager</p> <p>1.2 Accounts and secures all accountable forms under his/her responsibilities, e.g. insurance documents and receiving report;</p> <p>1.2.1 Maintains control logbook for incoming and outgoing forms</p> <p>1.2.2 Ensures that form inventory levels are properly monitored and requisitions are made on time so as not to hamper branch operations</p> <p>1.2.3 Attaches all copies of cancelled documents and forms to the booklet and signs them before returning to the main office</p> <p>1.3 Initiates new ideas in connection with branch sales, capable of finding new methods or techniques on sales in order to attain branch quota consistently.</p> <p>1.4 Maintains an orderly system in handling inventories under his accountability;</p> <p>1.4.1 Brand new motorcycle units</p> <p>1.4.2 Repossessed and reconditioned motorcycle units</p> <p>1.4.3 Service motorcycle units</p> <p>1.4.4 Spare parts and tools, batteries and accessories (TBA)</p> <p>1.4.5 Promotional materials e.g. t-shirts, helmets, sweatshirts, jackets, etc.</p>

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	<p>1.5 Ensures the following:</p> <p>1.5.1 Handles properly inventories under her/his accountabilities</p> <p>1.5.2 Conducts daily inventory count to establish accuracy of branch records</p> <p>1.5.3 Submits information on the fast and slow or non-moving motorcycle units to aid the branch manager in decision making</p> <p>1.5.4 Documents outgoing and incoming units, including Purchase Order to Technical Service Department</p> <p>1.5.5 Checks and conducts inspection of delivered or received motorcycle unit/s from supplier or other branch;</p> <p>1.5.5.1 Ensures that all deliveries from supplier and units on inter-branch transfer are free from scratches, dents, defects and/or missing parts and accessories</p> <p>1.5.5.2 Inspect all deliveries of motorcycle units whether brand new or repossessed upon receipt</p> <p>1.5.5.3 Reports any scratches, dents, defects and/or missing parts and accessories to warehouse and warranty section</p> <p>1.5.5.4 Notes in the receiving reports and on the covering delivery receipt any negative results in the ocular inspection</p> <p>1.6 Ensures that no unauthorized delivery of motorcycle, brand new or repossessed unit are being made by the branch</p> <p>1.7 Observes cost efficiency measures to maximize branch profitability and maximizes output on available resources.</p> <p>1.8 Prepares correspondences or communications being sent by the branch and ensures its timeliness, correctness and accuracy.</p> <p>1.9 Observes the following;</p> <p>1.9.1 Good housekeeping (maintains orderliness of the area to ensure systematic flow of work)</p> <p>1.9.2 Safety and security control measures in consonance with the security standards</p> <p>1.9.3 Timekeeping related matter e.g. leave , overtime, daily time records</p> <p>1.9.4 Telephone etiquette e.g. companies spiels</p> <p>1.10 Maintains good image of the Company in the community at all times.</p> <p>1.11 Ensures clear understanding and captures the essence the Vision and Mission of the company.</p> <p>1.12 Manifest the company's core values at all times.</p> <p>1.13 Performs other related task and function that may be assigned by the Branch Manager/top management from time to time.</p>
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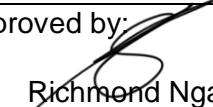
<p>2. Repossessed Inventory Management</p>	<p>2.1 Maintain daily and monthly inventory report</p> <p>2.2 Submit monthly Repossessed Inventory Report with stencil to Accounting Department or as required by the management.</p> <p>2.3 Repossessed Units must be disposed within a month according to:</p> <p>2.3.1 Book Value</p> <p>2.3.2 Approved Classification/Reclassification</p> <p>2.3.3 Approved Appraisal Price</p> <p>2.4 Assist Branch Manager in disposal of repossessed units and ensure its proper maintenance and cleanliness.</p>
<p>3. Credit and Collection</p>	<p>3.1 Helps the branch in obtaining quality accounts with high efficiency of collections;</p> <p>3.1.1 Ensures that Credit Application Form (CAF) is properly filled out by the customer</p> <p>3.1.2 Conducts initial interview with applicants of installment sales to facilitate establishing credit worthiness of the latter</p> <p>3.1.3 Orients approved applications on the terms and conditions of the installment contract</p> <p>3.1.4 Assist in the early resolution of the customer complains</p> <p>3.2 Accounts for all credit application form (CAF) received by the branch and ensures the following;</p> <p>3.2.1 Accounts and records all CAF in the CAF control logbook</p> <p>3.2.2 Fills out all pertinent information in the CAF control logbook</p> <p>3.2.3 Ensures that all pending applications are properly explained and resolved by the account counselor (AC) within reasonable time</p> <p>3.3 Assists the branch managers and credit supervisor/branch manager in solving or finding solution to problem accounts of the branch;</p> <p>3.3.1 Ensures customer satisfaction to encourage them in paying their installment account</p> <p>3.3.2 Endorses job order to cashier to check status of customers account</p> <p>3.4 Assists the branch managers and credit supervisor/branch manager in solving or finding solution to problem accounts of the branch;</p> <p>3.4.1 Ensures customer satisfaction to encourage them in paying their installment account</p> <p>3.4.2 Endorses job order to cashier to check status of customers account</p>

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4. Sales	<p>4.1 Assists in the improvement of sales of the branch to make quota consistently and contributes in achieving branch target;</p> <p>4.1.1 Ensures proper handling of motorcycle inquiries and walk-in customers</p> <p>4.1.2 Goes on field to improve customer's contact;</p> <p>4.1.2.1 Distributes fliers and leaflets</p> <p>4.1.2.2 Conducts house to house selling or prospecting</p> <p>4.1.2.3 Visits business establishments for institutional and group sales accounts</p> <p>4.1.3 Conducts other marketing activities</p> <p>4.1.3.1 Prepares marketing daily activity as a guide in his/her day-to-day functions</p> <p>4.1.3.2 Maintains responsibility for closing and saving sales</p> <p>4.2 Entertains and handles all motorcycle inquiries and walk-in customers of the branch;</p> <p>4.2.1 Records all inquiries and walk-in customers in the Inquiry Control Logbook</p> <p>4.2.2 Makes follow-up on all inquiries and walk-in customers through personal visit or telephone call</p> <p>4.3 Maintains Sales Journal for brand new units;</p> <p>4.3.1 Ensures posting of sales of brand new units to the sales journal</p> <p>4.3.2 Ensures accuracy of entry e.g. mathematical calculation of Value Added Tax (VAT), summation of entries</p> <p>4.4 Prepares Sales kit on the installment sales</p> <p>4.4.1 Chattel Mortgage &amp; Promissory note : 4 copies</p> <p>4.4.2 Disclosure Statement : 2 copies</p> <p>4.4.3 Voluntary Surrender : 2 copies</p> <p>4.4.4 Deed of Absolute Sale : 2 copies</p> <p>4.4.5 Deed of Reconveyance : 2 copies</p> <p>4.4.6 Co-Maker Report : 1 copy</p> <p>4.4.7 Deposit Agreement : 2 copies</p> <p>4.5 Ensures the following;</p> <p>4.5.1 Fills out all financing contracts and precautionary papers</p> <p>4.5.2 Explains to the customer their duties and responsibilities on the installment contract</p> <p>4.5.3 Ensures that sales kit is properly signed by the customer before release of financed motorcycle unit</p> <p>4.5.4 Ensures safety and filing of all copies of the sales kit</p> <p>4.6 Conducts a pre-delivery inspection (PDI) of motorcycle units before release of units and ensures the following;</p> <p>4.6.1 Ensures that PDI are done in front of the customer to avoid irritants or problems afterwards</p> <p>4.6.2 Explains terms and conditions of motorcycle sales to the customers</p> <p>4.6.3 Obtains proper acknowledgements from the customers</p> <p>4.6.4 Explains to customer release of plate and sticker including additional cost in excess of regular charges;</p> <p>4.6.4.1 Informs customer that he/she will be liable to pay the additional charges for registration if the company</p>
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	<p>advances the processing fee</p> <p>4.6.4.2 Else, the customer will be the one who will register their plate and sticker</p> <p>4.7 Obtains stencil of the motor and chassis number of the motorcycle units sold which is a prerequisite in the invoicing and registration in the Land Transportation Office (LTO).</p> <p>4.8 Informs credit decision to prospective customer and ensures the following;</p> <p>4.8.1 Communicates branch decision immediately to the applicants.</p> <p>4.8.2 Ensures that duplicate keys on installment sales are kept safely in the customer's file</p> <p>4.8.3 Keeps customer's files systematically</p> <p>4.8.4 Records branch decisions in the CAF control logbook.</p> <p>4.9 Keeps abreast with competitor activities, pertinent information in the economic, political, peace and order situation in the area;</p> <p>4.9.1 Conducts benchmarking and establishes contacts to update the management in the situation in the field and aids them in decision making</p> <p>4.9.2 Reports to branch manager necessary and pertinent information gathered during benchmarking</p> <p>4.1 Ensures that the good customer service are being practiced</p> <p>4.1.1 Before, during and after sales</p> <p>4.1.2 Builds rapport with to customer to close sales</p> <p>4.1.3 Handles customer's complain discreetly</p>
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