

mitsukoshi Motors PHILIPPINES, INC.

JOB DESCRIPTION

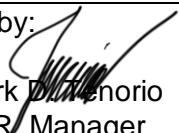
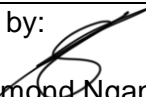
| | | |
|----------------------------|---|---|
| POSITION TITLE | : | BRANCH MANAGER/OFFICER IN CHARGE |
| DIVISION/DEPARTMENT | : | OPERATIONS |
| LEVEL | : | MANAGER |
| REPORTING LINE | | |
| Reports to | : | AREA MANAGER |
| Supervises | : | All Branch Personnel |
| Internal Contact | : | All Departments, Head Office |
| External Contact | : | Customers |
| | | Government Agencies such as LTO, Municipal/City |
| | | Government/BIR and DTI |

JOB OBJECTIVE:

Responsible for the profitability and efficiency of the branch assigned to him with regard to sales, retail financing and other services being offered by the company.

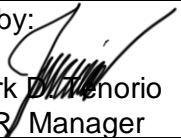

| DUTIES AND RESPONSIBILITIES | ACCOUNTABILITIES |
|------------------------------------|---|
| 1. Administrative | <p>1.1 Monitors the strict implementation of company rules and regulations on the following;</p> <p>1.1.1 Safeguarding of branch assets (e.g spare parts, brand new, reconditioned and repossessed unit)</p> <p>1.1.2 Proper maintenance and use of facilities equipment</p> <p>1.1.3 Good housekeeping (maintains orderliness of the area to ensure systematic flow of work)</p> <p>1.1.4 Safety and security control measures in consonance with the security standards e.g. dual responsibilities on branch keys with branch manager and cashier</p> <p>1.1.5 Conducts physical count of stocks inventory regularly, upon opening and before closing of the branch; and reconciles on hand inventory and per branch records</p> <p>1.1.6 Ensures that the branch personnel practiced telephone etiquette, e.g. company spiels</p> <p>1.2 Handles timekeeping related matter of branch personnel e.g. leave, overtime, daily time records, administrative cases and reprimands of all erring employees;</p> <p>1.2.1 Approves/disapproves leave of absences.</p> <p>1.2.2 Recommends overtime work and disciplinary actions against branch personnel</p> <p>1.3 Handles manning requirements of the branch (hiring, transfer and training of personnel;</p> <p>1.4 Screens applicant and provides HRD chooses to fill in the position</p> <p>1.5 Ensures that back ground investigation are submitted to the HR Department on the required time</p> <p>1.6 Appraises performance of his subordinates on a periodic basis which must be fair and without bias</p> <p>1.7 Initiates new ideas in connection with the branch;</p> <p>1.7.1 Finds new methods or techniques on sales/credit and</p> |

| | | | |
|--|---|-----------------------------------|-------------|
| Prepared by:  Mark D. Tenorio HR Manager | Approved by:  Richmond Ngan Executive Officer | Effective January 04, 2015 | Page 1 of 5 |
|--|---|-----------------------------------|-------------|

| | | | |
|--|---|-----------------------------------|-------------|
| | <p>collections in order to improve branch performance.</p> <p>1.7.2 Improves and enhances his abilities, through continuing self-education</p> <p>1.7.3 Provides opportunity with his subordinates to improve and enhance their own talents and abilities</p> <p>1.8 Monitors expenses of the branch in order to maximize profitability;</p> <p>1.8.1 reviews expenses incurred by the branch</p> <p>1.8.2 ensures that only legitimate expenses are disbursed</p> <p>1.8.3 avoids unnecessary and exorbitant expenses; and reduces branch expenses to a minimum</p> <p>1.9 Motivates credit supervisor and other branch personnel to elicit maximum productivity;</p> <p>1.9.1 conducts a periodic meeting with subordinates to thresh out problems in the branch</p> <p>1.9.2 ensures that his subordinates can always depend on him to do his assignments properly</p> <p>1.10 Maintains a good image of the Company in the community at all times.</p> <p>1.11 Ensures that he and his subordinate clearly understood and captures the essence the Vision and Mission of the company.</p> <p>1.12 Ensures that all branch employees manifest the company's core values.</p> <p>1.13 Performs other related task and function that may be assigned by the area manager/top management from time to time.</p> | | |
| 2. Repossessed Inventory Management | <p>2.1 Maintains repossession at the barest minimum level (less than 5 Repo Units).</p> <p>2.2 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</p> <p>2.4 Submit monthly Repossessed Inventory Report with stencil to Accounting Department or as required by the management.</p> <p>2.5 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> | | |
| 3. Credit and Collection | <p>3.1 Reviews or evaluates credit decisions made by credit supervisor and all the recommendations endorsed by the account counselors before approval or disapproval of credit application and resolves all pending credit application within reasonable time with the credit supervisor.</p> <p>3.2 Monitors collection efficiency of the branch;</p> <p>3.2.1 Ensures that account counselor are following up all accounts assigned to them through personal visit to the customer and through other collection tools such as collection letters and reminders</p> <p>3.2.2. Monitors branch delinquency and financed receivables aging</p> | | |
| Prepared by:  Mark D. Tenorio HR Manager | Approved by:  Richmond Ngan Executive Officer | Effective January 04, 2015 | Page 2 of 5 |

| | |
|--|--|
| | <p>3.2.2.1 Avoids items in litigation</p> <p>3.3 Ensures the 100% unit verification on installment sales has been made by the account counselor;</p> <p>3.3.2 Ensures that unit verification are made not earlier than seven (7) days but not later than twenty (20) days after delivery of motorcycle to the customer</p> <p>3.3.3 Ensures that unit verification are done discreetly so as not to affect our relationship with the customer</p> <p>3.4 Chairs and conducts investigation on problem accounts;</p> <p>3.4.1 Formulates action plans when necessary</p> <p>3.4.2 Reviews and suggests collection strategy to rehabilitate bad accounts to prevent losses</p> <p>3.5 Monitors proper maintenance of financed receivables records;</p> <p>3.5.1 Ensures reliability of records in the branch</p> <p>3.5.2 Ensures that posting in the customer ledger cards and customer's field cards are up to date and reconcile regularly</p> <p>3.5.3 Ensures that the number of accounts per branch records tallies with actual customer cards</p> <p>3.5.4 Accounts for any missing customer/field card and reconstructs the same</p> <p>3.5.5 Ensures that all loan portfolios are complete with supporting documents e.g. precautionary and financing documents.</p> <p>3.6 Coaches and counsels personnel to improve its performance, to maximize productivity and/or correct any deficiency</p> <p>3.7 counsels customer to arrive at win-win situation</p> <p>3.8 Reviews and suggests collection strategy to rehabilitate bad accounts to prevent losses</p> <p>3.9 Updates monitoring tools to establish its accuracy and reliability. In addition, makes it accessible to authorize user. The following tools are:</p> <p>3.9.1 Daily Sales and Collection</p> <p>3.9.2 Unit Verification (first encounter)</p> <p>3.9.3 Daily Collection Monitoring</p> <p>3.9.4 Final Maneuver</p> <p>3.9.5 Repo Action Plan</p> <p>3.9.6 NP Action Plan</p> <p>3.9.7 Assumption/Accommodation Report</p> <p>3.9.8 Remedial Reclassification Report</p> <p>3.9.9 Customer Field's Card</p> <p>3.9.10 Aging Report</p> <p>3.10 Ensures proper cash handling of branch collections and other company funds;</p> <p>3.10.1 Ensures that all field collections have been properly turned over to the cashier or deposited to depository banks</p> <p>3.10.2 Ensures that all office and field collections have been deposited intact to the depository banks on the same day or next banking day or as required by the treasury</p> <p>3.10.3 Monitors the following:</p> <p>3.10.3.1 company established funds (petty cash, LTO and other special funds)</p> <p>3.10.3.2 branch collections (deposited, un-deposited and</p> |
|--|--|

| | | | |
|--|---|-----------------------------------|-------------|
| Prepared by:  Mark D. Tenorio HR Manager | Approved by:  Richmond Ngan Executive Officer | Effective January 04, 2015 | Page 3 of 5 |
|--|---|-----------------------------------|-------------|

| | | | |
|--|---|------------------|-------------|
| | <p>delayed deposit of collections)</p> <p>3.10.4 Conducts daily cash count of branch un-deposited collections and other company established funds</p> | | |
| 4. Sales | <p>4.1 Ensures the implementation of sales plan to meet sales target (daily, weekly, monthly, quarterly, semi-annually and annual basis)</p> <p>4.2 Reviews the branch sales territories to determine which area should be allowed installment basis; where to be cautious and where to concentrate or focus branch operation</p> <p>4.3 Prepares a comparative branch sales performance for at least 2 years/per month/brand/model</p> <p>4.4 Prepares marketing plan to achieve projected sales increase and makes quota consistently;</p> <p>4.4.1 Conducts regular market survey of the branches/competitors and submits recommendation to the area manager on a quarterly basis required by the top management and/or as the need arises</p> <p>4.4.2 Undertakes steps to improve/increase walk-in sales</p> <p>4.4.3 Monitors branch customer inquiry and ensures that credit applications were acted promptly</p> <p>4.4.4 Ensures that all pertinent information in the credit application form (CAF) were properly filled out</p> <p>4.5 Monitors the inventory units on hand;</p> <p>4.5.1 Ensures proper handling of inventory units, brand new, repossessed, deposited and reconditioned motorcycle units</p> <p>4.5.2 determines non-moving and fast moving inventory</p> <p>4.5.2.1 Requests transfer of non-moving inventory to a branch where it can be sold</p> <p>4.5.2.2 Recommends sales promotion to dispose non-moving inventory</p> <p>4.5.2.3 Practices first-in and first out (FIFO) system in releasing inventory</p> <p>4.6 Maintains responsibility in saving the sales.</p> <p>4.7 Reviews and suggests marketing strategy to minimize bad accounts in order to prevent losses.</p> <p>4.8 Keeps abreast with the competitor's activities, pertinent information in the economic, political and, peace and order situation in the area;</p> <p>4.8.1 Conducts benchmarking and establishes contacts to update the management in the situation in the field and aids them in the decision making</p> <p>4.8.2 Ensures that necessary and pertinent information are reported to the area manager</p> <p>4.9 Maintains harmonious relationship with government agencies, and other departments and branches by complying with all the requirements in time and ensures its accuracy;</p> <p>4.9.1 Ensures timely submission of all LTO requirements to facilitate release of plates and registrations of motorcycle sold by the branch</p> <p>4.9.2 Ensures compliance with all government requirements e.g. registration and business permit.</p> <p>4.10 Ensures accuracy and timeliness of reports required of the branch, by area manager and head office</p> | | |
| Prepared by: | Approved by: | Effective | |
|  Mark D. Tenorio HR Manager |  Richmond Ngan Executive Officer | January 04, 2015 | Page 4 of 5 |

| | |
|--|---|
| | 4.11 Ensures that the good customer services are being practiced; 4.11.1 Before, during and after sales 4.11.2 Handles customer's complain discreetly |
|--|---|

| | | | |
|---|--|-------------------------------|-------------|
| Prepared by:  Mark D. Tenorio HR Manager | Approved by:  Richmond Ngan Executive Officer | Effective January 04, 2015 | Page 5 of 5 |
|---|--|-------------------------------|-------------|