



## **Fayetteville**

# **Business Office Associate**

- Part-time

### **Provide an iconic customer experience - Summary:**

Under general direction from the Business Office Manager, this position is responsible for providing exceptional customer service in a fast paced, team-oriented environment through the facilitation of the sales, auction, and appraisal process. These processes include responsibility for cash management, processing and auditing of paperwork associated with sales, and providing exceptional customer service by answering questions and handling incoming calls.

### **What you will do - Essential Responsibilities:**

- Assists store personnel and all store departments in their daily functions while adhering to CarMax guidelines
- Provides customer service by greeting customers, balancing overflow traffic, listening to and answering customer questions and explaining paperwork process.
- Seeks win/win solutions for the customer and partners appropriately
- Processes paperwork associated with retail/wholesale automobile sales may include printing daily reports, maintaining deal jackets, contacting finance companies regarding contracts, obtaining required information regarding registration and/or titling, processing reassignments, and auditing completed paperwork
- Processes auction sales, dealer registration, and/or appraisal lane purchases to include the collection of titles (calls and follow up),
- payoffs, proper paperwork and signatures from customers in order to send the appropriate documentation to the Home Office for the funding of drafts
- Manages multiple pay types including receiving and counting money, distributing funds, preparing deposits and handling of the safe with
- considerations to security and loss prevention.
- Processes paperwork affiliated with the state DMV. This may include submitting paperwork necessary to title or and register a vehicle for a customer after the sale or obtaining a title for a customer after the sale.
- Mentor new Business Office Associates, as well as, train other store departments on Business Office process and procedure
- Clerical responsibilities may include, but is not limited to: copying, filing, reconciliation of missing dealer plates or information and data entry into Microsoft Excel and proprietary systems as required for logging vehicle registration tags.
- Answers multi-line phone system, responds to callers' needs and direct calls as appropriate.

### **Learn and succeed as part of a team:**

- Pleasant, but noisy office environment
- Numerous distractions and disruptions due to incoming communication
- May require walking or standing for extended periods of time

- Variety of work schedules with shifts that do include nights, weekends, and holidays.
- Wear CarMax clothing (acquired through the company) at all times while working in the store

### **Qualifications:**

#### **Work requires ability to:**

- Read, interpret and transcribe data in order to maintain accurate records
- Use resources and partnership to balance the needs of the customer and the business
- Understand numeric filing system
- Use word processing, spreadsheet and other programs, displaying intermediate PC skills
- Ability to prioritize and multi-task in a deadline oriented environment which requires above average organizational skills and attention to detail
- Lift objects that weigh as much as 15-20 lbs
- Speak and listen effectively in dealing with both internal and external customers, in person, over the phone, and written
- Complete CarMax provided training as required
- Develop partnerships with Sales team and other departments in order to provide quality customer service
- Maintain confidentiality of all records, files and reports within the scope of the position
- Report Asset Protection and/or Human Resource related issues to management

Upon an applicant's request, CarMax will consider reasonable accommodation to complete the CarMax Job Application.

### **To Apply:**

<https://careers.carmax.com/us/en/job/JR-120041/Business-Office-Associate>