

**Job title:** Renewals Manager  
**Department:** Sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Manages and controls the lease portfolio.*

**The MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

- Keeps abreast of the manufacturer's current leasing programs and promotions and those of the banking institutions. Notifies the sales team of any changes.
- Processes all leasing documentation and keeps detailed files on all leasing transactions.
- Maintains an accurate daily log, reflecting all the dealership's lease/renewal operations.
- Writes various reports, including the ratio of retail sales to leases, renewal percentages, the percentage of customers lost and why, as well as other relevant statistics.
- Manages all applications for lease contracts (net residual balance) and, where applicable, quickly takes the necessary action to contact the customer.
- Analyzes the lease files \_\_\_\_\_ months before the contracts expire.
- Keeps the list of customers up-to-date and ensures that the follow-up calls are made by the sales advisors \_\_\_ months before the lease contracts expire.
- Trains and coaches the sales advisors in performing the financial calculations required for new lease contracts.
- Performs the financial calculations for leases of previously used vehicles and/or lease returns.
- Helps the sales advisors complete lease transactions.
- Follows up with sales advisors during the renewal process.
- Teaches sales advisors how to identify potential lease candidates and make professional leasing presentations.
- Takes charge of the lease contracts of orphan customers and/or assigns them to the sales advisors, depending on management policy.
- Supervises lease returns, including arranging appointments, inspecting vehicles and issuing any related reports.

- Plans the sales advisors' annual and monthly objectives for lease renewals.
- Analyzes the files of customers whose purchases are financed by a financial institution and prepares an appropriate follow-up plan \_\_\_\_months before the contracts expire.
- Anticipates possible lease portfolio transactions, for example, by posting notices describing the vehicles in the previously used car department, \_\_\_\_months before the contracts expire.
- Understands and keeps abreast of federal and provincial regulations and municipal bylaws governing leasing and lease advertising, and observes them.
- Takes part in weekly sales team meetings.
- Takes part in management meetings, if invited.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

## SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

## JOB REQUIREMENTS

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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<p><b><i>N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.</i></b></p>
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