



Express Auto

Job Title: Program Advisor

Location: Express Auto, Inc. – Kalamazoo, MI

Job Type: Full-Time

Compensation: Base Pay + Monthly Bonuses + Incentives

About Express Auto:

At Express Auto, we help customers get back on the road with reliable transportation and a straightforward buying process. Our team is passionate about delivering a high-quality experience and helping people find financing solutions that work for them. We're currently seeking energetic and motivated **Program Advisors** to join our sales team and grow with our company.

Position Summary:

The **Program Advisor** serves as a key member of our sales team, guiding customers through the vehicle purchase process from start to finish. This role is ideal for someone who enjoys working with people, is goal-oriented, and thrives in a performance-based environment. You'll be responsible for consulting with customers, presenting vehicle options, collecting application information, and delivering a positive experience throughout the sales process.

Key Responsibilities:

- Greet and consult with customers in a professional and friendly manner
 - Assist customers in selecting the right vehicle based on their needs and budget
 - Guide customers through the financing or lease process
 - Submit and follow up on finance applications
 - Coordinate with management and the service team to ensure timely delivery
 - Maintain accurate records of customer interactions and transactions
 - Encourage satisfied customers to leave Google reviews
 - Track personal performance metrics and strive to meet or exceed monthly goals
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Compensation & Bonus Structure:

Base Pay:

- \$11.25 per hour, paid bi-weekly (not a draw)

Monthly Volume Bonus:

- Based on the number of vehicles sold (\$7,000+ sales price)
 - +\$15 for each A-score deal
 - -\$10 for each C or D-score deal

Down Payment Bonus:

- 5% of collected down payments when average is \$500+
- 2.5% bonus when average down payment is \$250–\$499

Additional Bonuses:

- \$4–\$8 per finance application submitted (volume dependent)
- \$100 Hat Trick Bonus (3 deliveries in one day)
- \$10 for 5-star and \$5 for 4-star Google reviews (must meet 70% threshold)
- Split commissions for cross-location deals

All bonuses are paid on the 12th day of the following month.

Requirements:

- Excellent customer service and communication skills
 - Strong attention to detail and ability to manage multiple tasks
 - Motivated and competitive with a team-player mindset
 - Comfortable using computers and software to track sales
 - Previous sales or customer service experience preferred
 - Valid driver's license required
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Additional Information:

- Bonuses are subject to adjustment based on charge-offs, missing documentation, or service-related vehicle exchanges
- Advisors are responsible for tracking their own application submissions and reviews
- All sales and bonuses are subject to monthly review and compliance with company policy

We offer competitive compensation, benefits, and a positive work environment focused on professional development and growth. If you are a dedicated and experienced salesperson looking to take your career to the next level, we would love to hear from you!

Print Name: _____

Signature: _____