

**Position:** Franchise Executive  
**Business Unit:** Toyota  
**Location:** Menlyn  
**Reporting to:** COO



## Overview: Job purpose and deliverables

**NMI** is looking for a strategic **Franchise Executive** to support dealer network performance, drive brand standards, and strengthen OEM relationships. If you're business-minded, results-driven, and passionate about the motor industry, apply now.

**Purpose of the role:** The purpose of the role is to manage the Franchise and create stakeholder value.

### Key deliverables and outputs:

1. Achieve agreed Financial Performance Targets in terms of your Balance Scorecard relating to:
  - Operating Profit Margin
  - Gross Asset Turnover
  - Selling Gross Percentage
  - Avoidable Expenses
  - PBT Plan 1
  - RONA PBT Plan 1
  - Cashflow 1
  - Attain OEM targets, objectives, and standards
  - Recognize and quantify the impact of incentive programmes of the OEM
2. Achieve Corporate Governance standards as detailed in your Balanced Scorecard relating to:
  - Legal Compliance
  - Compliance with Policies and Procedures
  - Diversity and Inclusion
3. Manage franchise physical resources:
  - Ensure all tools and equipment conform to, and are maintained to NMI's OEM requirements
  - Ensure the technical information used by the OEM is kept up to date and available to all people
4. Lead the Management team to develop and maintain positive working relationships and reach objectives:
  - Provide support/guidance to the team and deal with general problems on an ongoing basis
  - Ensure that the Management Team enforces discipline in line with NMI's policies and procedures
  - Provide reporting management with clear performance standards, job profiles, and development plans
  - Conduct management performance reviews
  - Ensure all management are trained and updated on all systems/processes/products and have the necessary skills to perform optimally

### Internal customers

- Dealer Management Team; All business units

### External stakeholders

# Overview: Essential individual competencies to be successful in the job

## Academic qualifications

- Related tertiary qualification

### Note:

- Driver's License

## Work experience

- Five years' Dealer Principal experience in a volume dealership (Large to Mega ± 80 staff members)
- Stable track record

## Knowledge and Skills

- Extensive knowledge of motor dealership operational requirements
- Financial knowledge (Asset Turn, Absorption, Cash Flow, PBT, Operating Profit Margin, Selling Gross %)
- Knowledge of products and finances
- Marketing principles and trends
- Achieving consistent financial performance
- Maintaining & developing manufacturer, insurance approvals, and generating new business
- Company and franchise core standards and procedures
- Ability to set and implement strategic plans
- Understanding of business benchmarks/targets
- Knowledge of the industry and understanding of business benchmarks & targets, and the ability to implement plans to achieve these targets
- Sound understanding of CSI elements/scoring process
- Highly developed persuasive and influencing communication skills
- Solid problem-solving and communication skills
- Critical thinking skills to analyze and diagnose requirements and solve relatively complex problems
- Computer, technology, and systems

## Behavioural Attributes

- Commitment to behaving ethically and correctly
- Building relationships internally and externally
- Remain resilient with stress and pressures
- Inspiring leader
- Target driven
- Concern for corporate governance and legal compliance
- A concern for financial goals, results to ensure business viability
- Building trusting relationships (staff, customers)
- A strong drive to create value for the customer

Level of Decision-Making	Level of Problem Solving
Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).	Problem solving requires specialist and/or highly technical ideas/concepts.

**APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 08 September 2025**

Email: [Recruitment@nmi.co.za](mailto:Recruitment@nmi.co.za)

**Please Use Reference: Franchise Executive – Toyota Menlyn**

Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy