



Superstition Harley-Davidson Job Description Parts & Accessories Counter Sales

Job Data

Job Title: Parts & Accessories Counter Sales
Department: Parts & Accessories Department
Supervisor: Parts & Accessories Manager
Pay Class / FLSA Status: Hourly / Non-Exempt

Summary Description

Assist all Customers, both internal and external, with parts and accessory requests, orders and questions.

Key Result Areas

- Interface as needed with Service Department and ensure their P&A needs are being met.
- Work directly with “walk-in and telephone” customers to help determine and supply them with parts and accessories.
- Work with ‘New Sales’ Customers to maximize sales and Customer Satisfaction.
- Maintain clean, efficient P&A environment.

Major Duties and Responsibilities

1) Interfacing with Service Department

- Take service technicians’ orders for parts and fill them as fast as possible.
- Assist service technicians in determining parts & accessories requirements for individual jobs.
- Recommend related parts which may be required for a job.
- Supply cost of parts information on repair orders.
- Update inventory control system, parts catalogues, and microfiche.
- Receive and log merchandise into inventory.
- Notify service personnel when special parts or back-ordered parts are received.
- Maintain cleanliness of P&A department and keep inventory neatly stacked and orderly.

2) Working Directly with Customers

- Greet customers immediately, in a courteous and friendly manner.
- Develop and share knowledge of all P&A merchandise, parts history, and motorcycle service.
- Must possess the ability to work with several customers at one time while maintaining individual customer satisfaction.
- Handle telephone transactions quickly, and courteously.
- Point out any sales, specials, or new merchandise to customers.



Superstition Harley-Davidson Job Description Parts & Accessories Counter Sales

- Assist customers with determination of P&A requirements, lookup of merchandise in catalogues, micro-fiche etc.
- Accept cash & credit card payments for merchandise purchases. Keep cash register accurate.
- Handle customer complaints reasonably, showing empathy and a positive attitude.
- Demonstrate our commitment to "Make Things Right".

3) Maintain Clean & Efficient P&A Environment

- Receive parts from distributors, check merchandise received against purchase invoice.
- Tag merchandise. Display or place into stock.
- Conduct or participate in periodic physical inventory of all merchandise (counts, reports etc.)
- Ensure merchandise displays are stocked, clean, and appealing to customers.
- Maintain updated customer mailing lists.
- Become familiar and efficient with all phases of the computer system required for P&A management.

4) Other Duties-As Assigned

Supervisory Responsibilities-None

Commitments

- Treat all employees and customers fairly, courteously, and with dignity.
- Be prompt and available for flexible scheduling.
- Review all P.A.C.E. tapes and attend training sessions to keep current with P&A merchandising & inventory control topics as assigned by the Parts Manager.
- Present an up-beat, friendly, outgoing personality to customers; - no matter what the situation!
- Accept direction, follow instructions, and work well with other people

Qualifications & Job Requirements

- Friendly, outgoing personality.
- Knowledge and experience with servicing of Harley-Davidson motorcycles, and other products sold by the dealership, or the demonstrated ability to quickly learn them.
- Experience with Point-of-Sale & computerized inventory systems or the ability to quickly learn.
- Knowledge of motorcycle front end, suspension, and engine components and the commitment to continually develop knowledge.
- Ability to look up parts and quote prices for parts using proper catalogue for



Superstition Harley-Davidson Job Description Parts & Accessories Counter Sales

particular motorcycle:

- ☐ Sportster (Both 883 & 1200)
- ☐ Big Twin (1340's & 1450's)
- ☐ Police Motorcycles
- ☐ Buell Motorcycles

Physical Demands

- The noise level in the work environment is occasionally loud.
- Occasionally required to bend, stoop, crouch, reach, and lift 40 lb. of material.
- Must possess ability to work under pressure and handle stress.
- Must have ability to meet regular required attendance and tardiness policies.

Working Conditions

- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic material commonly found in a motor vehicle service department.
- Occasionally exposed to exhaust fumes or other airborne particles.
- Superstition Harley Davidson is an "Employee at Will" company. Either employee or Superstition Harley Davidson may terminate the employment relationship at any time, for any reason, with or without cause or notice.