

Parts & Accessories Counter Person

Job Data

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

Summary Description

Assist Service Technicians with parts request orders and “walk-in” or “telephone” customers with their questions and requests.

Key Results Areas:

- Service Department Support
- Customer Service
- Clean & Efficient P&A Environment

Major Duties and Responsibilities:

1) Service Department Support

- Interface with Service Technicians and ensure their P&A needs are being met.
- 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 and parts catalogue.
- 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) Customer Service

- Work directly with “walk-in” or “telephone” customers to help determine and supply them with parts and accessories.
- 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.
- Assist customers with determination of P&A requirements, lookup of merchandise in catalogues.
- Accept cash & credit card payments for merchandise purchases. Keep cash register accurate.
- Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate our commitment to “Make Things Right”.

3) 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.

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- 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:

- 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.

Job Requirements:

- 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 particular motorcycle:
 - Sportster (Both 883 & 1200)
 - Big Twin (1340's)
 - Police Motorcycles
 - General Merchandise & Collectibles

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

Working Conditions:

- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic materials commonly found in a motor vehicle service department.
- Occasionally, exposed to exhaust fumes or other airborne particles.