JOB DESCRIPTION

Job Data

Job Title……………………. Spare Parts & Accessories Manager
Department………………. Parts & Accessories Department
Supervisor………………. Dealer Principal, Manager

Summary Description

To supply Spare Parts and Accessories to retail and internal customers in a prompt and accurate manner.

Key Result Areas

- Service Department Support
- Customer Service
- Clean & Efficient Parts & Accessories Environment
- High level of communication with customers and suppliers

Major Duties and Responsibilities

1) Service Department Support
   - Interface with Service Technicians and ensure their Parts and Accessories 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 and Accessories, which may be required for a job.
   - Supply cost of parts information on repair orders.
   - Update inventory control system and parts catalogue.
   - Notify service personnel when special parts or back-ordered parts are received.
   - Maintain cleanliness of Parts and Accessories Department and keep inventory neatly stacked and orderly.

2) Customer Service
   - Provide excellence customer service to all of the dealership’s customers.
   - Assist Manager with attaining retail sales and profitability plans in Parts and Accessories.
   - Greet customers immediately, in a courteous and friendly manner.
   - Develop and share knowledge of all Parts and Accessories 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, new merchandise and offer additional product that may compliment the customer purchase.
   - Assist customers with determination of Parts and Accessories requirements and research 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 excellent customer service.
• Occasionally assist with motorcycle sales information if other sales people are busy.

3) **Clean & Efficient Parts & Accessories Environment**
• Receive and process parts from distributors, check merchandise received against purchase invoice, and prepare product for showroom floor.
• 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 account and database details.
• Become familiar and efficient with all phases of the computer system required for P&A operations.

4) **Other Duties**
• As assigned.

**Supervisory Responsibilities**

• No Supervisory Responsibilities

**Commitments**

• Treat all employees and customers fairly, courteously, and with dignity.
• Be prompt and available for flexible scheduling.
• Model superior customer service behavior for all personnel by maintaining positive relationships with customers, colleagues, owners etc.
• Be honest and fair with all business dealings.
• Continually learn more about the products you sell.
• Review all P.A.C.E. online training and attend training sessions to keep current with P&A merchandising & inventory control topics as assigned by the Manager.
• Accept direction, follow instructions, and work well with other people.

**Qualifications & Job Requirements**

• Must have ability to get along with a broad customer base.
• Knowledge and experience of Harley-Davidson, Triumph, Ducati motorcycles and Polaris all terrain vehicles and other products sold by the dealership or the demonstrated ability to quickly learn them.
• High level of communication skills using all methods email, phone etc.
• Experience with Point-of-Sale & computerized inventory systems or the ability to quickly learn.
• Retail sales or mechanical knowledge of motorcycles or similar related industries and the commitment to continually develop knowledge.
• Ability to look up parts and quote prices for parts using proper catalogue for particular motorcycle.
Physical Demands

- The noise level in the work environment is occasionally loud.
- Occasionally required to bend, stoop, crouch, reach, and lift boxes, tyres etc
- Spend the majority of the day standing on your feet.

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.

Position and occupant details

Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position. A copy should then be kept by both

<table>
<thead>
<tr>
<th>Job Description prepared by:</th>
<th>Responsibilities accepted by employee:</th>
</tr>
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<tbody>
<tr>
<td>Dealer Principal: ___________</td>
<td>Occupant Name: _______________</td>
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<td>Signed: _____________________</td>
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Last updated: 16 March 2012