



Parts Advisor

Cambridge, ON
Full-time, Part-time, Permanent

Are you passionate about Parts and are you Mechanically Savvy?

Do you love taking care of People?

Do you enjoy selling?

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If yes, join our team and help us grow our business as our H-D Parts Sales Associate!

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Top 5 Reasons to be part of our Team

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1. The best people, the coolest Culture, the most iconic Brand!
2. Excellent benefits and performance driven culture
3. High energy, team oriented, fun Harley environment. Every day is different. Every guest is different.
4. Ongoing investment in employee growth and development.
5. Dealer of the Year for 4 Consecutive Years

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KEY ACCOUNTABILITIES:

- Greet customers professionally and courteously in a timely manner
- Respond to incoming phone calls professionally and courteously in a timely manner

- Assist customers with finding and fitment, if applicable, of P&A product
- Handle customer sales and special orders competently and efficiently
- Maintain floor stock levels and displays
- Notify P&A manager of low or incorrect inventory levels
- Work with manager to identify and reduce slow moving and obsolete inventory
- Seek out information about the on goings of Blackbridge Harley-Davidson and be able to answer customer questions that arise
- Maintain current knowledge of Harley-Davidson P&A product
- Contribute to department progress toward meeting established revenue goals
- Ensure P&A department is clean and presentable to customers
- Utilize basic tools in the dealer management system (DMS) and H-Dnet
- Comply with established security, sales and records keeping procedures and practices
- Customer service priority and selling priority
- Teamwork oriented with the ability to work in a learning environment
- Drive to meet and exceed performance expectations
- Strong sense of pride and responsibility for the maintenance of department areas
- Personal attributes desired: honest, trustworthy, and demonstrates sound work ethic

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CUSTOMER SATISFACTION:

- Provide first rate customer service and always strive to meet the customer's needs and expectations
- Ensure customer complaints/problems/issues are resolved to the customer's satisfaction, involve supervisor if needed
- Ensure customer questions are answered, find the answer if you do not know it

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EXPECTATIONS:

- Model superior customer service behavior for all coworkers by maintaining positive relationships with customers, suppliers, employees, and owners
- Maintain P&A qualifications by reviewing both new and supplemental training programs and mastering the skills and information contained within the programs
- Be honest and fair in all business dealings
- Perform additional duties, within acceptable legal and ethical parameters, deemed necessary

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REQUIREMENTS:

- Demonstrated parts department experience
- Demonstrated retail sales experience
- Harley-Davidson enthusiast
- Totally passionate about satisfied customers

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Blackbridge Harley-Davidson is passionate about motorcycles, the people who ride them and the community in which they ride. We strive to engage with our family in creating long-lasting relationships by offering the best experience, employing well-trained and motivated sales and service staff, promoting safe and responsible riding, and actively connecting with and giving back to the local community we serve.

*Blackbridge Harley-Davidson is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Applicants requiring accommodation for disability during any stage of the recruitment process are encouraged to advise accordingly

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Benefits:

- Dental care
- Extended health care

- Vacation & paid time off
- On-site parking
- Casual dress
- Wellness programs
- Company events & social hours
- Flexible working hours