



The Business Development/Internet Sales Associate will be responsible for handling all incoming phone calls and internet leads, as well as confirming sales appointments and performing long-term follow-up on all unsold customers (e.g., internet leads, showroom visits, and incoming calls). BDC Representatives will strive to generate repeat business by reaching out to current customers and ensuring complete satisfaction in ownership, as well as in marketing efforts by accurately obtaining and logging customer sources.

**KEY ACCOUNTABILITIES:**

- Provide first rate customer service and always strive to exceed the customer's needs and expectations
- Respond to internet inquiries via phone, text, email or in person appointment in a timely manner
- Make Daily Logs and update sales contacts in dealer CRM
- Keep website up-to-date with vehicle specifications and availability
- Schedule appointments with interested buyers for test drives and delivery of vehicles

**EXPECTATIONS:**

- Model superior customer service behavior for all coworkers by maintaining positive relationships with customers, suppliers, employees, and owners
- Maintain H-D 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

## **REQUIREMENTS:**

- Customer Service experience **required**, previous Sales experience a plus
- OMVIC designation will be required, but not mandatory at time of application
- High Energy, Task Oriented, Self Accountable, and Team Player
- Familiarity with CRM software
- Internet savvy, with strong computer and organizational skills
- Harley-Davidson enthusiast
- Totally passionate about satisfied customers
- Exceptional communication skills
- Excellent follow through and follow up skills
- Teamwork oriented with the ability to work in a learning environment
- Driven to meet and exceed performance expectations
- Bilingual a plus!

## **BENEFITS:**

- Group Benefit Plan
- Employee Retail Discount

Blackbridge Harley-Davidson is passionate about motorcycles, the people who ride them and the community in which we ride. We strive to engage with our H-D 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.