

Job Data

Job Title..... Parts/Service Associate
Department..... Parts Department
Supervisor..... Parts Manager

Summary Description

Assist Service Technicians with parts request orders.

Key Result Areas

- Interface with Service Technicians and ensure their P&A needs are being met
 - Pre-stage future parts jobs for Sales and Service departments
- Maintain clean and efficient P&A environment.

Major Duties and Responsibilities

1) Interface with Service Technicians and ensure their P&A needs are being met

- Take service technicians' orders for parts and fill them as accurately as possible.
- Assist service technicians' in determining P&A requirements for individual jobs.
- Recommend related parts that may be required for a job.
- Prepare and update "We Owe" slips for outstanding work to be completed.
- Determine the correct part numbers on all repair orders and post all parts to all repair orders.
- Pre-stage parts for sales and service repair orders.
- Update inventory control system and parts catalogs.
- Notify service personnel when special order parts or back-ordered parts are received.
- Maintain special order and/or backorder logs.
- Alert parts department of parts needed to be ordered.
- Report all defective stock parts with the appropriate warranty codes to the claims administrator.
- Box and place warranty parts in appropriate location and assist with the moving and/or disposal of warranty parts when requested.
- Record and submit all parts used internally for the service technicians and the service department on assigned shop slips.
- Alert sales department of new unit arrivals following the established paperwork procedures.
- Maintain cleanliness of P& A department and keep inventory neatly stacked and orderly.
- Complete all PHD and PAVE training programs and their related tests and all other Harley-Davidson/Buell dealer required training programs by appropriate deadlines.

2) Pre-stage future parts jobs for Sales and Service departments

- Conduct or participate in periodic physical inventory of all parts and accessories (counts, reports, etc.)
- Attend training sessions to keep current with P&A merchandising and inventory control issues.

3) Other Duties

- As assigned.

Supervisory Responsibilities

- No Supervisory Responsibilities

Commitments

- Present an up beat, friendly, and outgoing personality to customers; - no matter what the situation!
- Accept direction, follow instructions, and work well with other people.
- Be prompt and available for flexible scheduling.
- Ask questions when in doubt.
- Wear appropriate shop uniform each and every day.
- Maintain professional appearance and attitude.
- Complete all training programs and their related tests by required deadlines. The Service Manager assigns all required training.

Qualifications & Job Requirements

- Friendly and outgoing personality.
- Knowledge and experience with servicing of Harley-Davidson/Buell motorcycles and other products sold by the dealership, or the demonstrated ability to quickly learn them.
- Experience with Point of Sale and computerized inventory systems or the ability to quickly learn.
- Complete knowledge of motorcycle parts and accessories.
- Ability to look up parts and quote prices for parts using the proper catalog for all Harley-Davidson motorcycles.

Physical Demands

- The noise level in the work environment is usually loud.
- Requires the use of both hands.
- Frequently required to bend, stoop, crouch, reach, handle tools, and lift ____lb. of material.
- Occasionally requires the ability to balance and push a ____lb. motorcycle.

Working Conditions

- Frequently works near moving mechanical parts.
- 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.