

## PARTS AND ACCESSORY ADVISOR

### POSITION DESCRIPTION

The summary description of the Parts and Accessory Advisor position is to sell parts and accessories to retail and wholesale customers and internal sales to the service and sales departments. A high degree of customer service skills and attention to detail is essential.

The position tasks include, but are not limited to, the following:

- Utilize microfiche computer displays and/or read catalogs in order to determine part numbers and prices.
- Determine required parts and accessories according to customer requests or customers descriptions of malfunctions.
- Receive and fill customer orders.
- Prepare sales invoices and receive payment via cash, credit authorization, check or prior approved in-house charge.
- Take inventory of stock.
- Advise customers on substitution of parts/accessories when identical replacements are not available.
- Examine returned parts/accessories for defects or usage and process exchange refund.
- Stock parts/accessory inventory according to prearranged systems.
- Advise and demonstrate accessory functions and benefits with customers.
- Place merchandise on display and maintain cleanliness and order within the department.

The position activities include, but are not limited to, the following:

- Getting information – Observe, receive and obtain information from all relevant sources.
- Working directly with the public – Greet customers within the dealership and via phone and e-mail in a sincere welcoming manner.
- Communicating with persons outside the organization – Communicate with people outside the organization, representing Lancaster Honda to customers, the public and other external sources such as phone, e-mail, and writing in a highly respectful manner.

- Communicating with Supervisors and Co-workers – Maintain appropriate communications with supervisors and co-workers.
- Interacting with computers – Use computers and computer systems to enter, access or retrieve business related data.
- Processing information – Responsible for processing credit transactions and assisting with end-of-day cash register balance.