



Mother Road Harley-Davidson® Job Description General Merchandise Sales Associate

Job Data

Job Title: General Merchandise Sales Associate
Department: General Merchandise Department
Supervisor: General Merchandise Manager
Pay Class / FLSA Status: Hourly / Non-Exempt

Summary Description

Set-up and maintain an appealing retail environment and assist customers with their shopping and purchase of merchandise.

Key Result Areas

- Provide excellent customer service to “walk-in and telephone” customers.
- Assist MotorClothes & Collectibles manager with retail sales of MotorClothes & Collectibles.
- Assist with set-up, organization, and staging of special events such as Open Houses, HOG activities, fashion shows, etc.

Major Duties and Responsibilities

1) Customer Service

- Greet customers immediately, in a courteous and friendly manner.
- 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, or new merchandise to customers.
- Assist customers with their selection of merchandise and fashion feedback.
- Accept cash & credit card payments for merchandise purchases. Keep cash register accurate.
- Notify customers when special orders or back-ordered items are received.
- Handle customer concerns reasonably, showing empathy and a positive attitude.
- Demonstrate our commitment to “Make Things Right”.

2) Retail Sales of MotorClothes and Collectibles

- Maintain clean and current displays of merchandise which appeals to customers
- Conduct or participate in periodic physical inventory of all merchandise (counts, reports etc.)
- Ensure merchandise displays are stocked, clean, dust free, and appealing to customers.
- Maintain updated customer mailing lists.
- Attend training sessions to keep current with P&A merchandising & inventory control



Mother Road Harley-Davidson® Job Description General Merchandise Sales Associate

issues.

3) Other Duties-As Assigned

Supervisory Responsibilities-None

Commitments

- Treat all employees and customers fairly, courteously, and with dignity.
- Be prompt and available for flexible scheduling.
- Present an up beat, friendly, outgoing personality to customers-no matter what the situation!

Qualifications & Job Requirements

- Friendly, outgoing personality.
- Schooling or experience in merchandising and retail sales.
- Experience with Point-of-Sale & computerized inventory systems or the ability to quickly learn.

Physical Demands

- Must have the ability to stand and walk the sales floor for most of the day.
- Frequently required to bend, stoop, crouch, reach, and lift 40 lb. of merchandise
- Must possess ability to work under pressure and handle stress.
- Must have ability to meet regular required attendance and tardiness policies.

Working Conditions

- Majority of work is conducted indoors. Some outdoor booth sales are conducted periodically during open houses or other events.
- Superstition Harley Davidson is an “Employee at Will” company. Either employee or Superstition Harley Davidson may terminate the employment relationship at any time, for any reason, with or without cause or notice.