

**Rental Sales Associate**

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**.Job Data**

Job Title:.....Rental Sales Associate  
Department:.....Rental Department  
Supervisor:.....Rental Supervisor  
Pay Class / FLSA Status: Hourly / Non-Exempt (Part-Time)

**Summary Description**

Assists Rental Supervisor with operations of the Rentals/Fly&Ride department.

**Key Results Areas:**

- Help oversee daily operations of Rentals & Fly & Ride program in conjunction with Rentals Supervisor and during his absence.
- Ensure all Rentals department policies & procedures are followed.
- Provide prompt, dependable, high quality, rentals services to customers by using current proactive techniques.
- Maintain clean efficient facilities.

**Major Duties and Responsibilities:**

**1) Rentals Department Operations**

- Complete Rental Contracts and Liability Release Forms pertaining to each rental accurately and properly in a timely fashion.
- Complete all Fly&Ride Contracts and associated paperwork accurately and according to HOG guidelines.
- Mail in Fly N Ride completed contracts as required.
- Utilize Motorcycle Condition Report appropriately
- Check in/check out all Rental and Fly&Rides according to established procedures.
- Provide courteous, friendly and professional service to all customers.
- Become familiar and efficient with all phases of the computer system required for Rentals management. Update files and records in Rent2000 on a daily basis.
- Facilitate storage of customer items when needed properly marking all items for identification purposes.
- Maintain showroom and Rental counter with a variety of vehicles, signage, and promotional materials in a well lighted environment which draws customers.

**2) Customer Service**

- Greet customers immediately, in a courteous and friendly manner.
- Handle telephone transactions quickly, and courteously.
- Ensure customers are properly qualified for needs, wants, and ability to rent.
- Follow a procedures & methodology so that all customers receive consistent treatment when doing business.
- Ensure cross sales of P&A, Motorclothes, insurance products & services provided.
- Ensure use of a common and consistent quotation methodology for rentals.
- Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate our commitment to "Make Things Right".

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3) Other Duties - As Assigned

**Commitments:**

- Treat all employees and customers fairly, courteously, and with dignity.
- Model superior customer service behavior for all sales personnel by maintaining positive relationships with customers, employees GM and owner(s).
- Remain current with all Rentals department training available by reviewing tapes and attending seminars, workshops, and other related training programs.
- Be prompt and available for flexible scheduling.
- Be honest and fair in all business dealings.
- Demonstrate an interest in growing the Rentals business.
- Focus on customer satisfaction.

**Qualifications & Job Requirements:**

- Five years progressive experience within customer service.
- Must possess Intermediate level Computer skills.
- Knowledge and experience with Harley-Davidson motorcycles, and other products sold by the dealership, or the demonstrated ability to quickly learn them.

**Physical Demands:**

- The noise level in the work environment is occasionally loud.
- Occasionally requires the ability to balance and push an 600<sup>+</sup> lb. motorcycle.

**Working Conditions:**

- 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.