**job description**

**PRO-SHOP SPECIALIST**

Department: Administration

Reports to: Service Manager

Date Approved: 1/2018

Date Revised:

**Position Summary**

The position of Pro-Shop Specialist is responsible for selling accessories and will deliver high quality customer service. The primary goal is to become a consultant to each customer on finding vehicle accessories that align with their needs.

**PRIMARY DUTIES AND RESPONSIBILITIES**

* Develop an in-depth understanding of our current accessories inventory and use that knowledge to encourage customers to make a purchase.
* Keep abreast of competitors and new accessories on the market to drive business to the MTH Pro-Shop.
* Must be fun, friendly and willing to market MTH through Social Media by producing videos.
* Assist in setting up the pro-shop floor to ensure the most attractive products are on display.
* Work with the Service Manager and Sales Manager to offer attractive deals and develop sales to benefit the company as well as the customer.
* Figure out customer’s needs by listening and asking questions and effectively close sales by overcoming objections.
* Perform demonstrations with new and old customers and demonstrate features of accessories.
* Develop buyers by keeping good rapport with previous and new customers by suggesting accessories, responding to inquiries and establishing and maintaining a follow-up system which encourages repeat business.
* Ensure that customers understand the accessories features, warranty and paperwork.
* Participates in training provided by the dealership.

MINIMUM QUALIFICATIONS EDUCATION AND EXPERIENCE:

* High School diploma/GED required
* Previous accessories sales experience preferred

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

* In depth knowledge of trucks and accessories.
* Excellent negotiations skills.
* Excellent communication and interpersonal skills, both written and verbal
* Ability to build rapport with all levels of staff
* Ability to analyze data, exercise good judgment and make decisions
* Excellent organizational and leadership skills with the ability to think strategically and manage multiple priorities

* High computer proficiency and skilled in use of MS Office Suite; spreadsheet, relational database, and report writing skills. Ability to operate a variety of office equipment including computer and printer, photocopier, fax machine and calculator.
* Valid driver’s license and satisfactory driving record

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between MTH and the employee and is subject to change by MTH as the needs of MTH and requirements of the job change.

MTH is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. MTH will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with MTH.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**In an average hour work day, this job requires:** (Check full capacity for each activity).

|  |  |
| --- | --- |
|  | (number of hours) |
| Sit | [ ]  1 | [ ]  2 | [ ]  3 | [ ]  4 | [ ]  5 | [x]  6 | [ ]  7 | [ ]  8 |
| Stand | [x]  1 | [ ]  2 | [ ]  3 | [ ]  4 | [ ]  5 | [ ]  6 | [ ]  7 | [ ]  8 |
| Walk | [x]  1 | [ ]  2 | [ ]  3 | [ ]  4 | [ ]  5 | [ ]  6 | [ ]  7 | [ ]  8 |

**On the job you:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Not at all(0%) | Occasionally(1-33%) | Frequently(34-66%) | Continuously(67-100%) |
| Bend/Stoop/Squat | [ ]  | [x]  | [ ]  | [ ]  |
| Climb Heights/Ladder | [ ]  | [x]  | [ ]  | [ ]  |
| Reach above shoulder level | [ ]  | [x]  | [ ]  | [ ]  |
| Kneel/Crouch/Crawl | [ ]  | [x]  | [ ]  | [ ]  |
| Balance | [ ]  | [x]  | [ ]  | [ ]  |
| Push/Pull/Twist | [ ]  | [x]  | [ ]  | [ ]  |

**On the job you carry:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Not at all(0%) | Occasionally(1-33%) | Frequently(34-66%) | Continuously(67-100%) |
| Up to 10 lbs | [ ]  | [ ]  | [ ]  | [x]  |
| 11-24 lbs. | [ ]  | [ ]  | [x]  | [ ]  |
| 25-34 lbs. | [ ]  | [x]  | [ ]  | [ ]  |
| 35-50 lbs. | [x]  | [ ]  | [ ]  | [ ]  |
| Over 50 lbs | [x]  | [ ]  | [ ]  | [ ]  |

**On the job you lift:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Not at all(0%) | Occasionally(1-33%) | Frequently(34-66%) | Continuously(67-100%) |
| Up to 10 lbs | [ ]  | [ ]  | [ ]  | [x]  |
| 11-24 lbs. | [ ]  | [x]  | [ ]  | [ ]  |
| 25-34 lbs. | [ ]  | [x]  | [ ]  | [ ]  |
| 35-50 lbs. | [x]  | [ ]  | [ ]  | [ ]  |
| Over 50 lbs | [x]  | [ ]  | [ ]  | [ ]  |

**This job requires:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Comments |
| Working on unprotected heights | [ ]  | [x]  |       |
| Being around moving equipment | [ ]  | [x]  |       |
| Exposure to marked changes in temperature or humidity | [ ]  | [x]  |       |
| Driving automotive equipment | [x]  | [ ]  |       |
| Exposure to dust, fumes and gases | [ ]  | [x]  |       |
| Working in restricted spaces | [ ]  | [x]  |       |
| Exposure to elevated noise levels for extended periods of time | [ ]  | [x]  |       |
| Moving materials  | [ ]  | [x]  |       |
| Exposure to cleaning chemicals | [ ]  | [x]  |       |
| Operation of equipment and/or machinery | [x]  | [ ]  | General office equipment (copier, fax computer, telephone, and other telecommunications equipment |
| Use of hands for repetitive action  | [x]  | [ ]  | Extensive computer keyboard use |

**ACCEPTANCE STATEMENT**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Pro-Shop Specialist at MTH. If employed, I certify that I can and will perform the primary duties and responsibilities of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

**Acknowledgement of Review**

I acknowledge that I have read the information presented above and I understand the expectations set forth hereto.

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Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MTH Supervisor Signature Date