

Showroom Sales Associate

Mission: To create the ultimate customer experience for NS4L scooter shoppers and help them find the scooter and accessories to fit their needs.

Primary Responsibilities

- Working toward the vision of the company and doing so by living up to the core values.

Store Prep and Teardown [Including but not limited to:]

- Prepare the inside of the dealership to open (including but not limited to):
 - Counting till and opening (and closing) registers.
 - Making sure inventory is organized, full, and ready for the day.
 - Ensuring the cleanliness of customer restrooms.
 - Making sure the customer waiting area is clean and ready for customers.
 - Making sure coffee bar is stocked and ready to start the day.
- Answering voicemails that are sales specific.
- Making sure used and consignment inventory is accounted for, outside, clean, and ready to sell.
- Ensures cleanliness of front parking lot, street appeal, and outside scooters.

Serve Customers

- Be the first to welcome customers when they enter the showroom.
- Assist customers looking to purchase a scooter.
 - Give a tour of the showroom.
 - Help customers find the scooter that is the right fit for them.
 - Help customers find the accessories needed for their particular scooter/needs.
 - Completes all scooter sales paperwork and payment information with customers.
 - Going above and beyond to make the customer's day and their scooter purchasing experience one they will remember.
- Keep the showroom stocked.
 - Ensures that all scooters have hang tags, prices, stock numbers, and other necessary components.
 - Informs Shop Foreman of what scooters are needed to stock the showroom.
 - Ensures that the showroom and sales team have all necessary copies of all forms.
- Answer all sales phone calls and answer all sales questions.
- Follows-up with all sales leads
- Delivers UCE to customers waiting in the showroom for scooter service.
 - Serve coffee, check-in on them and build a relationship with them, check on their walk-in service for them to give them a status update, etc. Is there an opportunity to upgrade their helmet, sell a maintenance package, etc.?
- Ring up all customers coming in to purchase accessories and other showroom items, accept payment and process in LightSpeed.
- Posting inventory regularly on Facebook Marketplace, Craigslist, Cycle Trader, and other areas to draw exposure to the dealership and sale of that inventory.
- Ensures that all inventory in the showroom is showroom ready (100% ready to sell).

Secondary Responsibilities - Administration

- Knowing and understanding which units on the showroom floor are accumulating interest on credit lines.
 - Creating plans to sell this inventory.
- Completing all paperwork checklists for scooter sales (including but not limited to:)
 - Submitting title and all paperwork for sale to the State of Florida
 - Submitting warranty registrations for appropriate distributor
 - Ensuring that the customer profile is correct and completely filled out with scooter information, maintenance package information, etc.
 - Ensuring all necessary items have been completed for the scooter sale paperwork.

Tertiary Responsibilities - Social Media and Dailylog

- Assist with all social media platforms

- Post different content on Tik Tok, Instagram, and Facebook regularly.
 - Use schedulers to post content during busier times.
 - You will be responsible for showing management content before publishing.
 - Assist with uploading video content (and making thumbnails) to YouTube and other platforms.
- Daily Log
 - Log all of the days transactions into the daily log at the end of the day. (This breaks down the days information for our bookkeeper)

Key Performance Indicators

- Sales Performance
 - Hitting sales goals
- Google and Customer Service Reviews
- Accuracy of sales paperwork

Who is this job perfect for?

- Self-starter and motivated individual.
- Someone that enjoys using tools like social media to bring in and close leads.
- Someone that is kind, customer-focused, and loves creating a wonderful customer experience.

Compensation

- \$15/hr (After 6 months you'll also receive + \$20 commission on each scooter paperwork closed by you)

Our Key Expectations of You

- You will hit the objectives and goals set within the Key Performance Indicators listed above.
- You will show up for your shift on time.
- You will abide by ALL company policies.
- You will clean up your area and department to ensure a safe, organized, and clean environment.
- You will deliver exemplary customer service to all customers.

Team Member Printed Name _____ Date _____

Team Member Signature _____ Date _____

Employer / Manager Signature _____ Date _____