Join the Novus Automotive Family at Durham Harley-Davidson!

At Harley-Davidson, we are building more than machines. It's our passion and commitment to continue the evolution of this storied brand and heighten the desirability of the Harley-Davidson experience.

Serving the entire Durham Region, including Oshawa, Whitby, Pickering, Ajax, Scarborough, and extending north to Algonquin Park and east to Brighton, our dealership offers one of the best selections of new and pre-owned Harley-Davidson® motorcycles in Ontario.

To keep building our legend and leading our industry through innovation, evolution, and emotion we are now seeking a Parts and Service Advisor to join our team full-time. We stand for the timeless pursuit of adventure. Freedom for the soul. Are you ready to join us?

Meet Novus Automotive: In 2024, we launched a forward-thinking dealership brand that encompasses five dealerships across the Durham Region, including Durham Harley-Davidson. We are Novus Automotive, dedicated to reshaping the relationship between dealerships and drivers by crafting seamless experiences that bring peace of mind to the road.

What You'll Do:

- Deliver exceptional customer experiences at every interaction, ensuring satisfaction from initial greeting to service completion.
- Drive sales of parts, accessories, and service by identifying customer needs, making recommendations, and upselling when appropriate.
- Prepare accurate repair orders including parts, labour, and estimated completion times.
- Assist customers directly at the service and parts counter, processing orders, answering questions, and resolving concerns.
- Prospect and engage customers to generate additional service and parts opportunities.
- Monitor work-in-progress and perform quality checks to maintain dealership and manufacturer standards.
- Maintain an organized, professional service counter and shop environment.
- Communicate proactively with customers regarding service updates, additional recommendations, pricing, and timelines.
- Support the dealership's success by performing additional duties as required.

How You'll Succeed:

- Achieving or exceeding parts and labour sales goals.
- High customer satisfaction, retention, and repeat business.
- Accurate repair order documentation and efficient workflow.
- Strong customer communication and relationship-building.
- Proactive identification of opportunities to increase sales and service revenue.

What You Bring:

- 2+ years of experience in motorcycle, automotive, or powersports service advising and parts sales.
- Valid M2 license or greater
- Strong customer service and sales skills, with a passion for motorcycles and riding culture.
- Knowledge of motorcycle service, parts, and accessories; dealership experience preferred.
- Comfortable using Dealer Management Systems (DMS), CRM tools, and POS systems.
- Strong organizational skills, attention to detail, and ability to lift up to ~40 lbs.

What We Offer:

- **Paid Time Off:** 5 paid personal days, 3 weeks of vacation time (increased to 4 weeks after 5 years and 5 weeks after 10 years), 2 paid volunteer days, 3 paid bereavement days, and 5 paid new parent leave days.
- **Comprehensive Benefit Plan:** Enrolment in our comprehensive benefit plan starting on day one.
- **Competitive Compensation:** $22-24/hr base wage depending on experience, plus the opportunity to earn bonus incentives.
- **Training and Development:** Access to training and development programs.
- **Employee Perks:** Special discounts on vehicles and services across Novus Automotive.

We thank you for your interest in employment with Durham Harley-Davidson, however, only applicants selected for an interview will be contacted.

Please note, this posting is intended to build a pool of qualified candidates for future opportunities within our organization.

Novus Automotive is committed to providing accessible employment practices that are following the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation during any stage of the recruitment process, please contact HR@novus.auto.