



**Southern Nevada Harley-Davidson Sales, Inc.**  
**Job Description**  
**Service Lot Technician**

---

**Job Data**

Job Title:	Service Lot Technician
Department:	Service
Supervisor:	Service Manager
Pay Class/FLSA Status:	Hourly/Non-Exempt

**Summary Description**

- Help service department employees to run an efficient and customer oriented department.
- Ability to accept and follow directions.

**Key Results Areas:**

- Maintain a clean and safe work environment.
- Ability to accept and follow directions.
- Properly dispose of used oil and filters after draining.
- Run errands as needed.

**Major Duties and Responsibilities:**

**1) Service Department Operations**

- Run errands as needed.
- Wash motorcycles and ensure they are cleaner than when customer dropped them off.
- Assist Service Technicians with keeping the service department clean and organized.
- Assist with new motorcycle uncrating and set-up.
- Maintain and periodically check inventory of charged motorcycle batteries.
- Refill stock of oil, electrolyte material, or other supplies, as needed.
- Assist Service Technicians or other dealership personnel, when asked.

**2) Customer Service**

- Handle all requests quickly and courteously.

**Southern Nevada Harley-Davidson Sales, Inc.**  
**Job Description**  
**Service Lot Technician (cont.)**

---

**2) Customer Service (cont.)**

- Greet customers immediately, in a courteous and friendly manner.

**3) Other Duties – As Assigned**

**Supervisory Responsibilities: - None**

**Commitments:**

- Follow directions, and work hard.
- Ask questions when in doubt.
- Treat all employees and customers fairly, courteously, and with respect.
- Be prompt and available for flexible scheduling.
- Be honest and fair in all business dealings.

**Qualifications and Job Requirements:**

- Demonstrate willingness to work flexible hours.
- Ability to organize and take direction.
- Ability to follow through to completion of projects.
- Ability to lift some heavy boxes if/when necessary.
- Ability to manage time and demands professionally as well as personally.
- Must maintain a professional appearance and a neat, well organized work area.
- Ability to read and comprehend instructions and other information accurately.

**Physical Demands:**

- Will stand six to eight hours per shift.
- The noise level in the work environment is usually loud.
- Requires the use of both hands.
- Occasionally required to bend, stoop, crouch, and reach.
- Occasionally requires the ability to lift 40 lb. of material.

**Working Conditions:**

- Frequently works near moving mechanical parts.
- 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.