

Position Description

Vacancy Title: **Accessories Product Specialist**

Location: **Suva, Fiji Island**

Reports To: **None**

Objective

The Accessories Product Specialist serves as the go-to expert for vehicle personalization and accessory solutions, combining product expertise, customer engagement, and sales strategies to deliver enhanced ownership experiences and drive accessory revenue. The incumbent will work closely with service, parts, and sales departments to ensure seamless operations and customer satisfaction. The role reports to the National Parts and Distribution Manager.

Outcomes

Organisational Stakeholders

1. Financial Performance

- Detailed sales forecasts developed for each accessories sub-category, incorporating projected unit sales, average selling prices, and anticipated promotions or discounts.
- Effective collaboration with sales, marketing, and procurement teams to ensure accessory sales forecasts align with overall dealership objectives.
- Accuracy ensured in the estimated cost of goods sold for all accessory purchases, accounting for landed costs such as supplier pricing, freight, customs duties, and insurance specific to Fiji.
- Competitive pricing and favorable payment terms secured from local and international suppliers through close coordination with procurement.
- Modeled the impact of currency fluctuations (FJD vs. USD/AUD/NZD, etc.) on cost structures and profit margins to support informed pricing decisions.
- Established clear gross margin and net profit targets for each accessory product category in line with dealership financial goals.
- Development and management of budgets for all accessory-related direct operating expenses, including marketing and promotional spend, inventory holding costs, warranty and returns, and product training.
- Regular market and competitive pricing analysis conducted to ensure the dealership maintains competitive yet profitable pricing strategies.
- Detailed margin and profitability analysis conducted for new and existing products, recommending pricing adjustments to optimize returns.
- Application of cost-plus, value-based, and competitive pricing models to achieve target profitability levels across accessory lines.
- Management of promotional pricing initiatives that successfully increase sales volume while maintaining acceptable margin levels.
- Monitoring and control of operating expenses related to the accessories portfolio, identifying opportunities for cost efficiencies.
- Analysis conducted of freight and logistics costs from port to warehouse/store and appropriate measures implemented to reduce total landed costs.
- Monitoring of accessory return and warranty claim rates, investigation of root causes, and collaboration with suppliers and internal teams to mitigate quality or expectation-related issues.
- Timely identification of risks and opportunities that influence category financial performance ensured and provision of actionable insights to dealership leadership.

2. Customer Service Enhancement

- Served as the primary subject matter expert for all vehicle accessory products, delivering accurate and tailored information on product features, benefits, compatibility, and usage specific to Fijian market needs.
- Engaged with customers across multiple channels: in-store, by phone, and online - to assess individual needs and provide personalized accessory recommendations.
- Applied consultative and solution-based selling techniques to match accessories with customer preferences, driving satisfaction and repeat purchases.
- Identified and executed up-selling and cross-selling opportunities by demonstrating how accessories enhance vehicle functionality and ownership experience.
- Communicated the unique selling propositions and value of accessories clearly and confidently, increasing customer understanding and purchase intent.
- Conducted engaging and informative product demonstrations that effectively showcase accessory features and advantages.
- Contributed to visual merchandising by advising on display layouts and presentation strategies that improve product visibility and customer engagement.
- Maintenance of clean, well-organized, and fully stocked accessory displays with clear and accurate product information for easy customer access.
- Prompt and professional responses ensured to inquiries and issues related to accessory performance, compatibility, and quality.
- Managed the returns, exchanges, and warranty processes efficiently, ensuring compliance with dealership standards and customer satisfaction.
- Handled customer complaints with empathy and professionalism, achieving timely resolutions and preserving long-term customer relationships.
- Collection, recording, and analysis of customer feedback conducted to identify recurring concerns, product improvement opportunities, and service enhancement areas.
- Collaboration with internal departments to address product and service gaps, resulting in improved accessory performance and customer experiences.
- Recommendation and implementation of best practices ensured to streamline accessory-related service procedures and enhance overall customer satisfaction.

3. Business Process Optimization

- Development and execution of comprehensive plans to review and enhance service processes and operations across product lifecycle management inventory and logistics, sales and marketing, after-sales and warranty, supplier and vendor management, data management, and process improvement compliance.
- Timeliness ensured in the initiation and implementation of procedures for identifying, evaluating, and proposing new Toyota genuine or approved aftermarket accessories, ensuring all documentation, specifications, pricing, and supplier agreements were complete for internal approvals.
- Management of internal approval workflows, coordinating with management, finance, and legal teams to secure timely sign-offs for new accessory introductions.
- Oversight of accurate and timely setup of new accessory SKUs in ERP and inventory management systems, ensuring correct part numbers, descriptions, pricing tiers, and supplier information.
- Coordination of internal launch processes, ensuring all relevant departments including sales, marketing, service, and parts, are prepared for new accessory availability.
- Implementation of processes to identify slow-moving or end-of-life (EOL) accessories and execution of liquidation strategies such as discounted sales, bundled offers, or returns to suppliers.
- Management and maintenance of comprehensive product information across all internal systems, ensuring consistent naming conventions, categorization, and attribute data for all accessories.
- Management of acquisition, verification, and distribution of marketing collateral, technical specifications, and installation guides from Toyota or approved suppliers.
- Effective utilization of sales history, market trends, vehicle sales forecasts, and promotional plans to generate accurate accessory demand forecasts, collaborating with Parts, Sales, and Service teams to align inventory levels.
- Generation of purchase orders based on forecasts, stock levels, and reorder points while adhering to purchasing policies and minimum order quantities. Efficient coordination with suppliers to confirm delivery schedules and resolve discrepancies.
- Collaboration with the Finance Department to ensure timely processing of accessory invoices and payments according to vendor terms.
- Oversight of receiving procedures for incoming accessory shipments, verifying quantities against purchase orders, monitoring quality control, and resolving discrepancies with suppliers or internal teams.
- Implementation of stock rotation practices (FIFO) and effective participation in inventory cycle counts and audits, identifying variances and implementing corrective actions to optimize inventory accuracy and minimize obsolescence.
- Ensure adherence to approved accessory pricing structures, apply promotional discounts accurately, and maintain alignment with target profit margins, escalating any discrepancies as needed.
- Development and maintenance of sales tools and resources, including product comparison charts, benefit summaries, and installation time estimates, to support sales and service teams.
- Collaboration with marketing to integrate accessories into campaigns, ensuring consistent messaging and adherence to brand guidelines.
- Ensured in-dealership accessory displays meet Toyota's visual merchandising standards and internal guidelines.
- Monitoring of supplier performance against agreed KPIs (on-time delivery, order accuracy, quality, and pricing), participating in structured supplier review meetings to address performance issues and plan future improvements.

4. Learning and Growth Facilitation

- Guaranteed product knowledge expansion by reviewing updated Toyota accessories catalogs, technical specifications, and fitment guides across multiple Toyota models.
- Completion of internal product training sessions, both live and online, to gain a comprehensive understanding of accessory features, benefits, and installation requirements.
- Stay abreast new product releases and updates from Toyota headquarters, integrating the latest information into sales and customer interactions.
- Analysis of competitor accessory offerings conducted to identify differentiators and inform sales strategies.
- Development and refinement of upselling and cross-selling techniques through practice, role-play exercises, and observation of top-performing sales interactions.
- Participation in dealership-hosted workshops and training sessions focused on persuasive communication, customer engagement, and sales presentation skills.
- Technical proficiency developed in using Toyota's dealership management system to locate, order, and manage accessory inventory accurately.
- Proficiency ensured in generating reports that track accessory sales trends, monitor inventory turnover, and identify slow-moving stock for corrective actions. Collection and analysis of customer feedback related to accessories, providing actionable insights to improve customer experience and service quality.
- Collaboration with marketing teams to plan and execute promotional campaigns for featured accessories.
- Coordination with the Parts Department to maintain accurate stock levels, pricing information, and product availability.
- Targeted and delivered on personal development goals, including quarterly learning milestones, certifications, and skill enhancement initiatives.
- Participated in safety meetings, toolbox sessions, and team-building activities, contributing to a positive, collaborative, and compliant work environment.
- Demonstrated continuous learning and development in technical, sales, and operational competencies to enhance overall team performance and customer satisfaction.

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information

Competence	Description
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
People	
Team Orientation	Work in a team towards a common aim.
Problem Solving	Develop practical solutions to a situation.
Professional	
Financial Application	Apply financial principles and practices.
Global Environment	Respond to globally driven changes in the organisation's environment.
Mathematical Reasoning	Apply mathematical reasoning.
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
Other	Automotive	High school diploma or equivalent (minimum). Automotive technology or marketing is a plus.
Desirable		
Certificate	Automotive	Certification in automotive accessories or parts management.

Work Knowledge and Experience

- Proficient in basic computer applications, including Microsoft Office, with experience using dealership or inventory management systems.
- Demonstrated ability to confidently present and explain accessory options, highlighting product value and benefits to customers.
- Strong understanding of vehicle accessory features, specifications, and installation requirements.
- Skilled in active listening to assess customer needs and provide tailored product recommendations.
- Experienced in monitoring stock levels, coordinating reorders, and maintaining organized and visually appealing product displays.
- Exceptional attention to detail and a commitment to accuracy in all aspects of work.
- Highly organized, with strong time management skills and the ability to manage multiple priorities effectively.
- Excellent communication and interpersonal skills, with a customer-focused approach.
- Capable of working effectively both independently and collaboratively within a team environment.

Requirements

Language Proficiency

Excellent command of English

Regulatory Compliance Requirements

Driver's License

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Sales Department	
	Parts Department	
	Service Department	
External		

Type	Interaction	Comments
	Local and overseas suppliers	
	Customers	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.

Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Perceptive	Shows keen insight and understanding of issues or situations.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Further details about the role description and expected outcomes can be accessed by visiting: <https://app.hrmonise.com/job/4273/asco/accessories-product-specialist>
All applications must be submitted via the job portal; emailed applications will NOT be accepted.

Contact for Enquiries

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Closing Date: 03 Feb 2026