



## **PARTS SPECIALIST**

### **Philosophy:**

- Emphasis in the development and implementation of a “customer service, customer focused” work ethic, within the department and the branch
- Work with integrity, always upholding company values including treating management and other employees with respect and contribute to building a positive team spirit

### **Responsibilities:**

- Sells outdoor power equipment parts to customers walking or calling into the store
- Fills parts requests for the service technicians
- Participates in rolling inventory checks
- Greets customers in a friendly and timely manor
- Responds promptly to customer needs and well to questions
- Solicits customer feedback to improve service
- Speaks clearly and persuasively in positive or negative situations
- Follows all company and vendor policies and procedures
- Adapts to changes in the work environment; manages competing demands

### **Daily Duties:**

- Begin each workday with a positive attitude by encouraging each counter person to meet their daily and weekly goals
- Work to develop a sense of “team” in the parts department and across other departments
- Ascertains make, year, and type of part needed
- Reads catalogue or computer for replacement part stock number and price
- Fills customer orders from stock and receives and fills telephone orders for parts
- Prepares sales slip or sales contract
- Receive payment, make proper change and wrap or bag merchandise for customer
- Completes End of Day Report and procedures
- Advises customer on substitution or modification of part when replacement is not available
- Examines returned part to determine if defective and exchanges part of refunds money
- Alerts the Parts Manager when stock is running low
- Marks and stores parts in stockroom according to prearranged system
- Takes inventory of stock, brochures, bulletins, manuals and publication. Present an accurate count to the Parts Manager
- Advise the Parts Manager of trends in parts usage
- Manage aging inventory
- Keep the parts area clean and tidy
- Meet with the Parts and Service Managers to discuss improvements, goals and objectives

### **Qualifications:**

- Minimum of 5 years working in a similar position within the heavy equipment industry
- High school diploma

Accommodations for job applicants with disabilities are available on request.