

## JOB DESCRIPTION

### PARTS COUNTERPERSON

**Basic Function:** Responsible for the efficient handling and control of the parts business through proper inventory, record keeping, delivery and reporting as well as other duties as specified by the parts manager.

**Responsibilities:**

1. Greets and assists all parts customers via telephone and in person to complete the sales of parts for all vendor lines available with confidence and complete customer satisfaction.
2. Record and places in inventory all incoming parts, units, components and assemblies.
3. Maintains parts records, literature, brochures, lists, catalogs, bin tickets, and price sheets as appropriate and as directed.
4. Tactfully helps customers solve problems; identifies proper parts numbers; completes order forms and recommends and sells related items as a service and as requested by customers.
5. Maintains a high degree of proficiency with regard to the parts business and functions performed in order to instill customer confidence, assurance, and satisfaction with parts services.
6. Analyzes stocks, estimates usage and prepares order forms as directed.
7. Works with other department personnel in order to assist them with parts information as required.
8. Sees that the parts department is maintained in a clean, orderly manner and that the best interest of the company as to safety and security are maintained; reports deficiencies noted.
9. Takes advantage of every opportunity made available to him to increase his knowledge through attendance at meetings, seminars and schools.
10. Diplomatically handles customers' complaints in a friendly, pleasing and personal manner reports any condition which may need further company attention.
11. Sees that promises are maintained and that deliveries are made on schedule, advises customers of any known delays.
12. Assist sales, rental, and service departments with looking up and securing the correct parts needed for customer and company owned equipment and property.
13. Processes inbound and outbound parts orders to efficiently fulfill all orders. Picks and packs parts orders for shipment via best alternative.
14. Updates showrooms pricing and stocking levels on all parts and accessory items.
15. Performs other duties as assigned by parts manager.

**Specifications:**

1. Must be able to lift 90 lbs., 50% of the time in order to unload parts, etc.
2. Must be knowledgeable about operation of a basic personal computer or capable of learning during the probation period.

3. Must be able to complete all job assignments in a reasonable and responsible manner.

**Distributor Relationships:**

1. Cooperates with other company personnel in a parts capacity.
2. Advises superiors of all changes in the department which can affect company success.
3. Accountable to the parts manager for proper interpretation of duties & responsibilities.

**Method of Measurement:**

1. The satisfaction expressed by customers concerning the employee's assistance and professionalism.
2. New business developed as a result of the employee's performance.
3. The satisfaction of management and other members of the company concerning the positive performance and accountability.

**Reports to:** Parts Manager

By signing below, I understand and am willing to do the above specified tasks to the best of my ability. I have also received a copy for my own personal use.

Sign: \_\_\_\_\_ Date: \_\_\_\_\_