



Parts Counter Job Description

Post Date: April 5, 2018

Application Deadline: May 4, 2018

Position Start Date: As soon as possible

Job Data:

Job Title: Parts Counter Sales Specialist
Department: Parts Department, Church's Farm Supplies LTD
Supervisor: Parts Manager
Supervises: N/A

Summary Description:

Performs a variety of customer service, in store, selling, stocking, ordering, duties related to the receiving, sale and delivery of parts and accessories that contribute to the efficient, safe and profitable operation of the dealerships parts department.

Major Duties and Responsibilities:

1. Parts Department

- Sells products and/or services to meet the customer's needs
- Maintain customer goodwill by greeting and acknowledging all customers
- Assist in keeping parts department clean and orderly
- Record all sales and/or customer transactions that occur
- Provide service technicians with parts as required
- Assist with Parts Manager in merchandising displays
- Maintains the retail sale floor and displays to meet or exceed the dealerships standards
- Controls showroom inventory to ensure maximum sales and customer satisfaction
- Performs routine housekeeping tasks that maintain and enhances the cleanliness of products in the retail sales area
- When working the parts counter, follows prescribed cash, and credit processing procedures of the dealership. Processes cores, warranties and new return merchandise as required at a point of sale
- Attends training as prescribed by management to maintain proficiency in his/her job description
- Uses dealership equipment and resources safely and proficiently
- Verifies receiving documents
- Should be knowledgeable in merchandising
- Performs other tasks required by the Parts Manager

2. Customer Service

- Assist in handling customer complaints and concerns and ensure the problem is corrected to the customer and dealership's satisfaction
- Greet customers immediately in a courteous manner
- Treat customers fairly and with honesty, and demonstrate our commitment to superior customer service and ethical business practices

3. Qualifications

- High School Diploma or GED equivalent
- Knowledge of CaseIH, Kubota and/or JCB parts an asset
- Excellent customer service skills, and ability to interpret customer needs
- Good computer skills
- Ability to effectively listen
- Ability to work within a team

4. Physical Demands

- Frequently required to bend, stoop, crouch, reach, handle tools and lift in excess of 50lbs. of material
- Ability to stand for extended periods of time

5. Commitments

- Treat all employees and customers fairly, courteously and with dignity
- Maintain positive relationships with customers, other employees and owners
- Be early, flexible and available for scheduling
- Maintain up to date technical training
- Focus on quality and service
- Demonstrate an interest in growing the parts business

Hours of Work: 42.5 – 44.5 hour per week

Closing Date: Friday May 4, 2018

Number of Openings: 1 Permanent Full-Time

CONTACT DETAILS:

Please forward resume and cover letter to: resumes@churchsequipment.ca

Contact Name: Michelle Church - Church's Farm Supplies LTD

Location: 3560 7th Line, Innisfil ON, L9S 3M5

NO PHONE CALLS PLEASE! – PLEASE SUBMIT RESUME AND CV VIA E-MAIL ONLY!