

Job Title: Parts Counter Salesperson

Summary

Sells truck parts to all customers, over the counter, through the shop or on the phone. Must have a moderate level of proficiency with computer technology and a willingness to learn the software associated with our Parts Sales platform. Must be able to perform job related tasks in an often fast-paced, noisy environment.

Essential Duties

- Assists all customers (retail and shop) in selecting required parts in a friendly, professional and efficient manner.
- Informs customers of companion part requirements and specials and ensures that the customer is exposed to the full product line.
- Answers phone calls, providing price quotes and other information.
- Reviews body shop estimates to be sure the parts that are ordered are correct and all pricing is in line with the estimate.
- Provides high level of service to internal and external customers.
- Pulls and fills orders from stock.
- Notifies parts manager of out-of-stock parts or shop materials that need immediate attention.
- Locates out-of-stock parts from outside source and submits an emergency order, if necessary.
- Notifies the service manager and the customer when special ordered parts have been received.
- Notifies the body shop when all parts have arrived and when they will be delivered.
- Pulls orders for delivery to body shop, making sure all parts are tagged with customer names and job number.
- Follows up on back-ordered parts.
- Verifies will-call and back-order files weekly and “returns to vendors”, or stocks those items not picked up or required.
- Replenishes assigned inventory daily.
- Assists outside sales representatives with their orders.
- Makes sure all internal requests for parts are billed on service repair order.
- Receives payment from retail customers or obtains credit authorization.
- Ensures that all charge sales are signed by the customer.
- Ensures that all customers receive their copy of the invoice.
- Issues credit for parts returned, ensuring that the original invoice, or its number, is available so that purchase and pricing can be verified.
- Issues and tracks requested shop tools to technicians.
- Keeps orderly records of all repair orders, invoices, insurance estimates and special-order parts.
- Sets up orders for daily shipment, delivery or pick-up.
- Solicits assigned accounts by phone.
- Keeps front and rear counter areas clean and uncluttered.
- Straightens up personal workspace including computer terminals and printers daily.
- Participates in all training programs that are made available.
- Keeps current on new products and product updates.
- Participates with the parts manager in maintaining a lost sales tracking program.
- Maintains professional appearance.
- Performs other tasks as assigned by Parts Manager or Dealership Management.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily in a reasonable timely manner. The following requirements listed below are representative of the knowledge, skill and/or ability required for this position:

Education and/or Experience

- Some prior experience or training is greatly preferred. A positive attitude and strong work ethic are essential attributes a candidate for this position must possess. When a sufficient training period is completed, a candidate must have a willingness to seek out additional tasks thus maintaining a consistent level of work flow.
- High school diploma or general education degree (GED); or one year or more related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or six months or more related experience and/or training; or equivalent combination of education and experience.

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple clear correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

- Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Standing for various periods of time, climbing stairs and walking outside between buildings in all weather conditions.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing this job, you will be in close proximity to other department members. Privacy is at a minimum. There will be customers coming to the counter area as well as technicians all who will be engaging the parts counter employees with parts related questions. At various times, there will be high volumes of phone calls which will require immediate attention and sometimes can last for lengthy periods of time. Throughout the year, there arises the need for over time and the parts department also requires a rotation of employees to cover hours of service on Saturday mornings.

Job Title: **Parts Counter Salesperson**

Department: **Parts Department**

Reports To: **Parts Manager/Parts Assistant Manager**

Prepared By: **Administrative Assistant**
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