Revised Feb 1, 2012

Job Description

Parts - Customer Service Representative

Basic Function: Responsible for all aspects of parts department operations from initiating the customer orders to fulfillment procedures as well as all aspects of inventory management as directed by the parts manager.

Responsibilities:

1. Greet and assist all parts customers via telephone and in person to complete the sales of parts for all vendor lines available with confidence and satisfaction.

2. Maintain parts inventory areas with bin locations keeping department clean and orderly for safety and efficiency.

3. Process inbound parts orders to re-stock inventory and fulfill back orders.

4. Process outbound orders from picking to packing for small package shippers.

5. Work with other department personnel in order to assist them with parts needs.

6. Strive to achieve the highest level of customer satisfaction as possible. Recommends and sells related parts items as a service to our customers. Advises customer of any known delays.

7. Process vendor returns on a timely basis.

8. Operate daily to diffuse customer complaints and function as a valued resource for the parts customers.

9. Update showroom pricing on parts items as needed.

10. Maintain parts resource literature and price sheets as needed.

11. Insures that the parts department is maintained in a clean, orderly manner including safety and security.

12. Perform other duties as assigned by parts manager.

Specifications:

1. Must be able to lift 90lbs, 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 amount of time.

Distributor Relationships:

1. Co-operate with all other company personnel.
2. Advise supervisor of all changes in the department which can affect company success.
3. Accountable to the parts manager for proper interpretation of duties and responsibilities.

Method of Measurement:

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