

Position Objective and Responsibilities

Job Title: Parts Counter Help

Reports To: _____ in the
_____ department.

Position Objective

To help customers obtain the correct parts for the unit and needs they have. To maintain a positive attitude with customers and coworkers. Performs variety of duties related to stocking, receiving, sale, inventory and delivery of parts and accessories that contribute to the efficient, safe, and profitable operation of the dealerships parts department.

Position Responsibilities

Parts persons responsibilities are greeting and acknowledging all customers, assisting in customer needs, looking up parts, selling items, taking orders, answering phone calls, stocking shelves and receiving merchandise.

Main Duties

1. Keep parts department clean and orderly.
2. Record all sales and/or customer transactions that occur.
3. Provide service technicians with parts as required.
4. Maintain the retail sale floor and displays to meet or exceed the dealerships standards.
5. Control showroom inventory to ensure maximum sales and customer satisfaction.
6. Performs routine housekeeping tasks that maintain and enhance the cleanliness of products and the retail sales area.
7. When working the parts counter, follows prescribed cash, credit, and check processing procedures of the dealership.
8. Attend training as prescribed by management to maintain proficiency.
9. Uses dealership equipment and resources safely and proficiently.
10. Perform duties as requested by management.
11. Wear a clean uniform and be neat.
12. Verify receiving documents.
13. Follow up on shortages and expedite by reporting to Parts Manager.
14. Should be knowledgeable in merchandising

Inform Supervisor of Outstanding Conditions

1. Inform your supervisor of potential problems or potential new business opportunities directly or indirectly related to your department

Requirements

Knowledge of manufacturer Parts program preferred but not required
Knowledge of PartSmart parts lookup system preferred but not required
Ability to speak effectively one on one
Ability to effectively listen
Ability to interpret customer needs
Basic computer skills
High School Diploma or GED Equivalent
Good organizational skills

Safety and Maintenance

The noise level in the work environment is usually loud
You are frequently required to bend, stoop, crouch, reach, handle tools and lift in excess of 80lbs. of material
Requires the ability to balance and push heavy mowers

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 & Service
Be neat and clean
Wear uniform and name badge every day
Demonstrate an interest in growing the parts business

Frequently works near moving mechanical parts
Is potentially exposed to battery acid, gasoline, chemical cleaning material or other toxic materials commonly found in motor vehicle service departments, some of which may be considered health hazards
Occasionally, exposed to exhaust fumes or other airborne particles

Other Duties

The parts counter help will uphold company policies, perform other duties as assigned by management.