

Title: PARTS COUNTER PERSONNEL

Status: Non-Exempt Full time



Purpose and Scope:

To maximize the customer care and internal business processes by providing high quality customer care via telephone communications, and other administrative customer and parts oriented functions.

Responsibilities:

- Work directly with the customer on specific business issues
- Assist customers with identifying & pricing parts
- Provide direct assistance to service manager
- Answer incoming phone calls for parts department
- Pull parts and arrange shipping to customer
- Inventory management
 - Forklift operations
 - Receiving and stocking/distribution of parts inventory
 - Daily warehouse maintenance
- Data entry
 - Input parts orders
 - Place parts order with factory
 - Receive and close Purchase Orders
 - Internal Coding of Invoices
 - File and track status of back ordered parts
- Filing of invoices, credit memos, delivery tickets
- Organization
- Complete assigned projects
- Any other duties assigned by management

Job Requirements:

- Customer service/Parts counter background/knowledge
- Training in Computer skills

Education/Training Requirements:

- High School Diploma or equivalent/preferred.
- Proven prior experience in a customer service environment.

Abilities/Skills:

- Ability to communicate in a professional and courteous manner with customers and co-workers
- Ability to make effective decisions
- Ability to multi-task and a willingness to be flexible and adaptive to change
- Ability to handle irate/disgruntled customers in a professional manner
- Organizational skills
- Strong skills in MS Excel and MS Word helpful.