Parts Counter Salesperson

Position Summary

Maximize customer satisfaction and support internal business processes by delivering high-quality customer service through telephone communications, parts sales support, inventory management, and administrative functions.

Key Responsibilities

Customer Service & Parts Support

- Serve as the primary point of contact for customers regarding parts inquiries, orders, and related business matters.
- Assist customers in identifying, sourcing, and pricing parts.
- Provide direct support to the Service Manager.
- Answer and direct incoming calls for the Parts Department.
- Pull, package, and coordinate shipment of parts orders to customers.
- Handle customer concerns professionally and efficiently.

Inventory & Warehouse Operations

- Maintain accurate parts inventory levels.
- Receive, stock, distribute, and organize parts inventory.
- Operate forklifts as required.
- Perform daily warehouse housekeeping and maintenance.
- Assist with inventory control and cycle count activities.

Data Entry & Administrative Duties

- Enter and process parts orders accurately.
- Place parts orders with manufacturers and vendors.
- Receive, process, and close purchase orders.
- Perform invoice coding and related documentation.
- Track and monitor backordered parts to ensure timely follow-up.
- File and maintain invoices, credit memos, delivery tickets, and other department records.

General Duties

- Maintain organized records and work areas.
- Complete assigned projects and special assignments.
- Perform other duties as assigned by management.

Qualifications/Experience

- Previous customer service experience required.

- Parts counter, equipment, automotive, or industrial parts experience preferred.
- Experience working in a fast-paced service environment strongly preferred.

Education

- High School Diploma, GED, or equivalent preferred.

Computer Skills

- Proficiency with computer systems and data entry.
- Working knowledge of Microsoft Word and Microsoft Excel preferred.

Required Skills and Abilities

- Excellent customer service and communication skills.
- Professional and courteous interaction with customers and coworkers.
- Strong organizational and multitasking abilities.
- Ability to make sound decisions and solve problems effectively.
- Ability to adapt to changing priorities and business needs.
- Ability to handle difficult or dissatisfied customers in a professional manner.
- Strong attention to detail and accuracy.