

Parts Counter Associate

PROUD AFFILIATE OF JOHN DEERE DEALERSHIPS

BRANDT Holdings



Position Specifics:

Department: Parts

Reports to: Parts Manager

Purpose:

The primary function of this position is to identify the customer's needs, communicate the solution to the customer, and accurately procure the parts needed.

Responsibilities:

- Communicates with customers to identify and sell the appropriate parts to meet their needs. This includes answering the phones promptly and professionally.
- Correctly invoices parts to customers using the appropriate discounts, freight charges and method of payment.
- Initiates machine down and customer fill in orders for Deere and places customer orders for vendor lines.
- Responsible for the stocking of the display floor using proper merchandising techniques.
- Assists in putting away daily stock orders and pulling transfers. Provides backup support to other employees within the department.
- Communicates customer concerns with the appropriate level of management.
- Performs routine housekeeping within the department including display floor and warehouse(s). Helps to maintain a clean and safe Parts Department.
- Files shipment shortages and reports bin shortages or inventory adjustments to Parts Manager.
- May assist with inventory control functions and working of reports for the Department.
- Other duties or projects as assigned by Management.

Experience, Education, Skills and Knowledge:

- At least 1 year of experience in Parts Department operations preferred.
- Ability to use standard computer applications such as Microsoft Office.
- Ability to work extended hours and weekends as needed.
- High school diploma or GED equivalent required.
- Basic knowledge of agricultural equipment is preferred.
- Ability to apply techniques of suggestive selling in daily work.
- Ability to operate a forklift and certification preferred.