



Job Description

Parts Counter Salesperson

Job Title: Parts Counter Salesperson
Department: Parts
Reports To: Parts Lead, Parts Inventory Manager, Aftermarket Manager
Supervises: Parts Intern (If applicable)

Job Function:

Performs a variety of in-store customer service, marketing, promotional, advertising, and stocking duties related to the receiving, sale, and delivery of parts and accessories.

Essential Duties:

1. Sells products and/or services to meet customer needs.
2. Records sales and/or counter transactions; including all "lost sales".
3. Supplies Service Technicians with parts as required.
4. Assists with preparing and maintaining merchandise displays; including fixture layout and promotional displays..
5. Verifies receipting-in of shipments and assists with placing Machine Down and Stock Orders in their proper inventory locations.
6. Participates in all job-related training, development, schools and seminars as directed by management.
7. Performs routine housekeeping tasks on the showroom floor area and in the parts areas of the dealership.
8. Maintains condition of department vehicles, inventory, tools and equipment.
9. Makes on-farm customer calls to develop parts sales and customer relationships as per dealership guidelines for growth.
10. Works with the Parts Inventory Manager, Service Managers, Aftermarket Manager, and Store Managers to develop parts, product, and service promotions and merchandising plans.
11. Maintains interior store image through regularly scheduled updates to signage and advertising graphics.
12. Conducts an annual/perpetual physical inventory of all parts and related inventories.
13. Submits all parts warranty and returns claims within the required time frame to receive maximum credit.
14. Keeps himself/herself groomed and clothed per the dealership guidelines.
15. Performs other duties or functions as so directed by management, in line with the objectives of the dealership.



Skills & Qualifications:

- At least 1 year experience in Parts Department operations preferred.
- Ability to use standard desktop load applications such as Microsoft Office and internet functions.
- Ability to work extended hours and weekends.
- Excellent customer service skills.
- High School Diploma or GED equivalent.
- Ability to analyze and interpret basic Parts Department reports.
- Maintain legal Driver's License to be insurable and drive delivery vehicles for on-farm calls and deliveries.