

PARTS COUNTERMAN

Job Title:	Parts Counterman
Department:	500 – Parts
Full-Time or Part-Time:	Full-time
Reporting:	VP of Operations or Branch Parts Manager
Status:	Non-Exempt

SUMMARY

The Parts Counterman provides customer service and parts to maintain and repair equipment for the service department, supports the sales department with the necessary supplies offered with new and used equipment and handles walk in and phone parts sales. This position involves thorough knowledge of specialty parts and tools in order to enhance customer requirements with their needed repairs or refurbishments to trucks, trailers, refrigeration units and all other product lines supported by the company.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Follows all company and department policies and procedures.
2. Works extensively on the computer utilizing all software to perform job.
3. Procures parts per service requests and customer's requests.
4. Records parts on work orders through the service department.
5. Contacts customers to ensure satisfactory performance.
6. Keeps records of sales calls.
7. Complies with established security and safety policies and procedures.
8. Performs other duties, including special projects, as needed and directed.
9. Flexible scheduling including but not limited to weekends, evenings and holidays.

Supervisory Responsibilities

1. Not applicable

Qualifications

1. Communicates effectively verbally and in writing with management, coworkers and vendors.
2. Develops constructive and cooperative working relationships with coworkers and management.
3. Analyzes information and evaluates results to choose the best solution to solve problems.
4. Basic knowledge of warehouse environment.
5. Minor automotive repair recognition and terminology.

Education

1. Minimum of a high school diploma or General Education Development (GED).

Physicality

1. Performs physical work activities that require considerable use of arms, legs and moving the entire body.
2. Such movement includes climbing, lifting, balancing, walking, stooping and handling of chemicals and materials.

Work Environment

1. Performs work in a customer service area and garage environment.
2. This environment includes extremes in temperature, loud noises and strong fumes from exhaust, chemicals and gases.

Signatory Authority:

1. Not applicable

Restricted Access:

1. Not applicable

Phone-303-287-2653

Fax-303-287-4868

jobs@ctpower.com