TITLE: Parts Counterperson

REPORTS TO: Parts Manager

POSITION INFORMATION:

The Parts Counterperson sells, at retail, parts to all available customers, over the counter, through the shop, or on the phone.

DUTIES AND RESPONSIBILITIES:

*(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)*

Specific to the Front Counter:

E( ) M( ) Assist walk-in customers in selecting required parts, suggest companion requirements, offer specials, and ensure that the customer is exposed to the full product line.

E( ) M( ) Pull purchased parts from stock.

E( ) M( ) If the part is not in stock, determine availability and submit an emergency order if requested by the customer.

E( ) M( ) Answer phone calls, providing price quotes and other information.

E( ) M( ) Assist outside sales representatives with their orders.

E( ) M( ) Set up orders for daily shipment, delivery, or pick-up.

E( ) M( ) Verify ''will call'' and ''back-order'' files weekly and return to vendors, or stock those items not required.

E( ) M( ) Solicit assigned accounts by phone.

Specific to the Rear Counter:

E( ) M( ) Assist service technicians in selecting parts needed for repairs in process.

E( ) M( ) Open a repair order envelope for all new repair orders.

E( ) M( ) Order parts not in stock if, after discussion with Shop Foreman, it is determined that parts are needed and will be used upon receipt or that the customer will return for the required repairs.

E( ) M( ) Notify the Shop Foreman and the customer that ordered parts have been received.

E( ) M( ) Answer parts phones when front counter is overloaded.

E( ) M( ) Act as primary phone operator at night.

E( ) M( ) Ensure that before parts can be charged out, the Technician presents a duplicate copy of the repair order and a parts requisition. File the requisition copy in the repair order envelope.

All Counter-people:

E( ) M( ) Be friendly, professional and efficient when working with all customers, both on the phone and in person.

E( ) M( ) Provide the same high level of service to the other dealership departments as is given to other customers.

E( ) M( ) Issue credit for parts returned, ensuring that the original invoice, or its number, is available so that purchase and pricing can be verified. Exceptions must be approved by the Parts Manager or Business Manager.

E( ) M( ) Ensure that all charge sales are signed by the customers.

E( ) M( ) When making tax-exempt sales other than to a charge or cash account, ensure that the customer's full name, address, ICC number, and signature is obtained.

E( ) M( ) Present the customer with the white copy of the invoice after removing the ''tear strip.''

E( ) M( ) When doing business with regular cash customers, ensure that their ''cash account'' numbers are recorded to assure proper customer tracking.

E( ) M( ) When a credit card is declined, notify the credit department. If they are not available, either decline to charge the purchase or release the credit hold in accordance with the dealership's guidelines.

E( ) M( ) Keep front and rear counter areas clean and uncluttered.

E( ) M( ) Replenish assigned inventory daily.

E( ) M( ) Advise Parts Manager when areas of the department are not in satisfactory condition.

E( ) M( ) Keep current on new products and product updates.

E( ) M( ) Participate in all training programs that are made available.

E( ) M( ) Participate with the Parts Manager in maintaining a Lost Sale Tracking program.

E( ) M( ) If customers pay by invoice, obtain the following information: Form of payment (if by check, include the check number), amount of payment, received by (your name), date, and any change given.

E( ) M( ) Clean computer terminals and printers daily.

QUALIFICATIONS:

High school diploma or the equivalent. Ability to read and comprehend instructions and information. One year of experience in an automotive parts department. One year of sales experience. Professional personal appearance. Ability to work well with the public, sometimes with several customers at a time. Will be required to wear a dealership-provided uniform.

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WORKING CONDITIONS:

This is a physically demanding position. Will move throughout the parts shelves all day, reaching and climbing to obtain parts from inventory. Will stand six to eight hours during a shift at the customer counter, of which the surface is 44 inches from the floor. When delivering parts to the service department and body shop, will be exposed to noise, dust, exhaust fumes, paint, and other hazardous and nonhazardous materials.

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NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer