



## **PARTS REPRESENTATIVE**

**Position Location:** Various Branch Locations

**Reports To:** Parts Manager or Regional Operations Manager

### **Primary Role**

Provide customer support for the sale and fulfillment of parts orders for internal and external customers.

### **Key Accountabilities and Responsibilities**

- Ordering parts for service technicians and ensuring parts are received, as needed.
- Assisting customers to determine correct parts for ordering and following correct procedures and protocols.
- Receiving parts into warehouse inventory and stocking into correct bin locations.
- Entering data into Quipware system for parts sales and customer invoicing.
- Maintaining a clean and safe work environment.
- Keeping parts and service manuals and reference materials organized for easy access.
- Ensuring all quantities of parts are accurately and timely received and shipped based on business needs.
- Other duties as may be assigned by management.

### **Key Competencies**

- Intellectual competencies include intelligence and practical judgement.
- Skilled in listening and communicating with others
- Ability to learn quickly and communicate well both orally and in writing
- Proven ability to complete work with energy and enthusiasm.
- Customer orientation toward service and is a team player
- Possesses competencies in integrity, initiative, being highly organized, detail oriented and adaptable
- Accuracy in performing data entry into computer systems
- Compatible to working branch hours, as required
- Knowledge of computer applications and inventory controls, continuing to learn new systems and skills as needed to perform job functions

### **Requirements and Qualifications**

- Two year degree or high school grad/GED with equivalent work experience,
- Knowledge of construction equipment parts and components or have had mechanical parts and service experience with auto/truck or equipment dealers
- High proficiency in customer relationship skills,
- Strong organizational skills and teamwork abilities,
- Proficiency with personal computers using Microsoft Windows and Office software, always

striving to improve personal computer skills and software

- Discretion in handling confidential company information.
- Ability to work required hours including overtime as may be required.

**Ascendum Job Family:** Customer Support (CST)

**Ascendum Functional Area:** CST Operations

**Ascendum Job Level:** Administrative

**Ascendum Job Level Code:** 6