

**SUMMARY/OBJECTIVE:**

The Parts Counter Associate is responsible for performing customer service, retail, promotion, and stocking duties. Responsible for aiding customers with all parts needs by using knowledge and understanding to fill orders quickly and accurately. A successful Parts Associate performs the following tasks in a way that supports H&R Agri-Power's mission to provide quality products/services at a fair price to afford a reasonable return on assets.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Provide first-rate customer service during every interaction.
2. Become and remain familiar with department stock, vendors, and brands.
3. Take accurate inventory of merchandise and communicate shortages to the Parts Manager in a timely manner to ensure maximum sales and customer satisfaction.
4. Answer Parts Counter calls and assist customers with all parts order needs.
5. Utilize multiple computer databases, manuals, and/or catalogs to identify the appropriate to full-fill customer's needs.
6. Record all sales and/or customer transactions that occur.
7. Follows prescribed cash, credit, and check processing procedures of the dealership. Processes cores, warranties and returned merchandise.
8. Completes transactions with customers by receiving the payment in full as agreed upon.
9. Use mechanical knowledge to advise customers on substitutions or modifications of parts when identical replacements are not available.
10. Maintain counter and retail area. Ensure that they are organized and free of clutter.
11. Remain willing and able to perform all other duties as assigned by management in a professional and efficient manner.
12. Maintain a positive, professional, and safe work environment by interacting with customers, peers, management, and support resources in a way that promotes teamwork and a commitment to excellence.

## Qualifications

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**EDUCATION/EXPERIENCE REQUIREMENTS:**

- High School diploma or equivalent
- 1+ years of customer service/retail experience
- Bilingual (Spanish) a plus, but not required.
- Experience driving a forklift a plus.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to work in team setting.
- Must possess moderate mechanical knowledge

- Capable of working fast and under a deadline.
- Ability to communicate concisely and actively listen.
- Basic computer and math skills
- Must have the ability to respond to after-hours calls in a timely manner.
- Requires excellent problem-solving skills.
- Have a willingness to learn and help others.
- Able to practice patience and understanding in stressful situations.
- Possess a valid driver's license with a clean driving record.

**PHYSICAL REQUIREMENTS:** The physical demands described here are representative of those that must be met by an employee or with reasonable accommodation to successfully perform the essential functions of this job.

- Ability to move around the dealership building and grounds without assistance.
- Ability to repeatedly bend, crouch, kneel, stand, reach, grasp, crawl, walk, lift, push, pull, or climb.
- Ability to operate all equipment in a safe and proper manner.
- Ability to lift 10 pounds regularly, lift up-to 25 pounds frequently, and occasionally lift 80 pounds.