



## Parts Associate Job Description

**Parts Associate – Customer Service**, representative to help grow our successful sales team. The parts associate will be trained to have a strong understanding of the trailer and truck equipment industry, how to excel at building relationships, and provide exceptional customer service. The ideal candidate must be personable and have strong communication skills. Candidates must be fast-paced, motivated, driven, personable, and professional.

### Objectives of This Role:

Represent the company's products and services, using consumer research, as well as deep and comprehensive knowledge of trailers, snow & ice equipment, truck equipment and parts and accessories and how our solutions meet the needs of customers.

### Responsibilities:

- Maintain working relationships with existing clients to ensure that they receive exceptional service and identify potential new sales opportunities with them
- Greet and assist customers
- Answer phones, emails, and texts from customers
- Process parts sales
- Receive merchandise efficiently and accurately
- Assist in presentation of products in a retail setting
- Maintain inventory systems, inventory flow, FIFO method
- Stock inventory, showroom, and warehouse with product
- Clean and maintain parts inventory, showroom, bathrooms, etc.
- Perform inventory counts
- Strive to improve all aspects of the Parts Department
- Sell parts online, eBay, Facebook, and other platforms
- Ship packages and needed

### Required Education, Skills, & Abilities:

- High school diploma or equivalent.
- Knowledge of parts and retail sales is preferred
- Excellent communication, problem-solving, presentation, and organizational skills.
- Proficiency with sales management software and CRM.
- High energy, self-starting, and highly motivated.
- Must be able to lift 50 lbs.

**Benefits & Compensation:**

- Base pay \$20 - \$24 hourly
- Medical insurance
- 401(k)
- 401(k) matching
- Vacation & PTO time
- Day shift
- Rotating weekends

**Job Type:**

- Full-time, part-time considered

**Schedule:**

- 8 – 5 M - F
- Weekends as needed

**License/Certification:**

- Driver's License needed

**Work Location:**

- In-person, on-site