



Parts Advisor – Job Description

Title

Parts Advisor

Reports to

General Manager

Summary

The Parts Advisor is responsible for delivering outstanding customer service and parts knowledge. He/she answers the phones and customer and supplier inquiries through email in a professional and timely manner. The Parts Advisor takes orders over the phone and in person, as well as proactively assists customers browsing in the store. He/she is also expected to arrange any special delivery needs for the customer for their purchase. The Parts Advisor efficiently finds ways to search parts that are not kept within the store. He/she enhances sales by offering excellent customer service and providing information about add-ons.

Core Competencies

- Customer Focus
- Communication
- Energy and Stress
- Teamwork
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

Job Duties

- Prepare detailed invoices and customer statements.
- Required to maintain the inventory and cleanliness of the store.
- Handle parts requirements of customers through counter service and sales.
- Must be able to work 40+ hours.
- Maintain customer goodwill.
- Navigate dealership programs such as Collision Link, Progi, and Repair Link, to confirm pricing and availability of parts.
- Verify receiving shipments by checking order against packing list.
- Assist in keeping parts clean and shelf section area stocked and orderly.
- Follow-up on shortages and expedite through reporting to parts **team**
- Supply service technicians with parts ordered through parts requisition forms.
- Must be able to do heavy lifting of equipment parts and tools as required from time to time.
- Cross reference inventory for all Leslie Ford locations prior to placing new orders.



- Able to follow directions from the General Manager.
- Able to interact effectively with co-workers.
- Able to understand and comply with posted rules and procedures.
- Generate sales.
- Maintain a high level of customer service.
- Participate in merchandising and promotional activities.
- Ensure accuracy in all transactions, inventory, and procedures.
- Participate in all manner of store maintenance.
- Maintain a high level of product and service knowledge.
- Work in partnership with other employees to maximize dealership sales and in-store presence.
- Assist with quarterly Parts Return with assistance from the Parts Team
- Assist with annual physical inventory with assistance from the Parts Team.
- Ensure warranty parts are scrapped or returned to Ford using daily reports from Ford
- Complete Ford Training Plan on an annual basis.
- Performs other duties as required.

Requirements

- Must have the ability to work in a fast-paced, dynamic environment.
- Ability to make excellent sales to achieve performance in alignment with goals and objectives.
- Excellent customer service skills, interpersonal, organizational and communication skills.
- Motivated and creative team player.
- Experience in Retail sales preferred.
- Computer literate
- Strong knowledge of retail sales principles, methods, practices, and techniques is an asset
- Strong problem identification and objection resolution skills.
- Able to build and maintain lasting relationships with customers.
- Exceptional verbal communication and presentation skills.
- Excellent listening skills.
- Strong written communication skills.
- Self-motivated, with high energy and an engaging level of enthusiasm.
- Able to perform basic calculations and mathematical figures.
- Ability to occasionally travel and attend sales events or exhibits.
- Ability to work individually and as part of a team.
- High level of integrity and work ethic.

Work Conditions

- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.