



Parts Counter Sales Person  
Robert's Farm Equipment – Mount Forest

Reporting to the Parts Manager, the Counter Parts Sale Person is responsible for assisting customers both internal and external to sell, order, receive, stock shelves and deliver parts as required.

**Qualifications**

**Standard specifications:** *The following qualifications are only representative of minimum levels of education, knowledge, skills and or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently*

**Education**

***Essential***

- Completion of high school or vocational equivalent.

***Desirable***

- University degree or college diploma in business administration, agricultural technologies or related field

***Special qualifications***

- Valid forklift license

***Knowledge***

- Basic understanding of agricultural and construction equipment with good mechanical aptitude
- A minimum of 2 years' experience in a fast paced retail/wholesale sale environment
- Must be comfortable with current technology. Proficient with the following computer environments: Current Windows Operating systems, Microsoft Office and internet explorer, knowledge of parts, manuals and related documents.
- Comfortable using veneer calipers, tape measure, electronic and hard copy parts catalogues and price files.

***Essential Skills***

- Well-developed analytical and problem solving skills and the ability to think outside the box
- Excellent interpersonal and communication and listening skills
- Ability to effectively train other staff when required
- Must be highly organized and disciplined
- Strong attention to detail
- Optimistic with high level of common sense
- Self-started with ability to work independently and as a team

- Demonstrates a professional demeanor, respect and commitment to customer service excellence
- Cooperative and agreeable team player
- Displays a sense of urgency when tackling issues
- Ability to maintain confidentiality of pertinent data

## **Duties and Responsibilities**

### ***Parts Duties***

- Initiates and contributes to parts and service programs that maximize the growth of parts and labour (service related) sales while maintaining current customer base and fostering new customer relationships
- Charges prices accurately for all parts sold to customers
- Records parts and prices accurately on sales orders and work orders
- Counts and accounts for all daily parts' receipts
- Ensures that credits are issued to the customer promptly and accurately
- Shelves orders promptly and properly
- Keeps current on manufacturers' terms and discounts
- Returns parts promptly and within the company guidelines
- Identifies and tags defective parts
- Receives and accurately records parts from stock orders and daily orders
- Maintains knowledge related to various parts and features of the equipment to ensure customer satisfaction
- Advises customers of substitutions or aftermarket parts when original replacements are not available
- Examines and returns parts cores per dealership policy
- Responsible for taking "on call"/pager duties and responsibilities, as assigned

### ***Customer Service Duties:***

- Serves customers and mechanical staff politely, effectively and with a smile
- Assists customers and mechanical staff in identifying parts
- Contacts customers to notify when parts are ready to be picked up

### ***General Duties:***

- Keeps current on product bulletins and catalogue changes
- Promotes Parts Department and Service Departments merchandising programs
- Keeps the Parts Department neat, clean and safe at all times
- Develops and maintains an efficient, current file and record management system both for electronic and paper correspondence and documents
- Maintains complete knowledge of and complies with company policies, procedures and standards
- Maintains a positive working relationship with team members and management in a team environment

***Responsibility for Paperwork:***

- Completes and reviews parts orders, invoices, and customer quotes for accuracy
- Completes and reviews shipping and receiving paperwork (packing slips, courier waybills, etc.)
- Creates part requisitions and pick/packs for customers
- Receives payments from customers and ensures that they are properly recorded
- Creates parts return or core return forms and sales orders per Company policy

***Physical Effort:***

- Stands for extended periods of time
- Keyboards continuously
- Frequently walks or climbs stairs
- Occasionally uses forklift
- Frequent to Continuous lifting of parts, tools and boxes under 11lbs
- Occasional to Frequent lifting of parts, tools and boxes between 11lbs and 44lbs
- Infrequent to occasional lifting of parts, tools and boxes in excess of 44lbs

***Mental Effort***

- Concentrates on reading, comparing numbers and prices, composing sales documents daily with accuracy
- Uses active listening skills to assist customers
- Uses computer and other office equipment daily
- Continuous upgrading of computer skills and product knowledge

**Please forward resume to Matthew Juby:**

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*We would like to thank all applicants, but only those  
Selected for an interview will be contacted.*