



## **TORGERSON'S LLC JOB RESPONSIBILITIES & EXPECTATIONS**

### **POSITION TITLE: PARTS SPECIALIST**

**POSITION OVERVIEW:** Acts as principal contact between customer and parts department. Assists customers and mechanics in obtaining necessary parts; orders and maintains parts inventory, including searching information in catalogs and on computer databases; handles payments and ensures all parts are charged appropriately. May assist with setting-up product displays and maintenance of showroom or facility. Performs a variety of miscellaneous tasks as requested.

**DESIRED SKILLS, EDUCATION, EXPERIENCE:** Requires excellent communication and customer service skills, projecting a professional image. Must be assertive enough to suggest and recommend additional sales, with the ability to understand and explain technical information.

### **SALE OF GOODS:**

- Quickly and courteously assist customers and technicians with getting wholesale/retail parts goods by correctly looking up parts and prices.
- Working knowledge of various agricultural parts/accessories with the ability to identify models and serial numbers.
- Maintain and economically purchase ample supplies of parts, oil, etc. for technician use and/or check other locations for availability of parts.
- Assist customers in identifying specific parts, lubricants, accessories and other support materials or substitutes for such parts/accessories.
- Track lost sales and report inventory discrepancies, distribute special order parts, place parts on invoice or repair order.
- Distribute special order parts, receive warranty parts, maintain shelf stock and keep counter sales area clean, clear and neat.
- Assist in stocking parts, keeping all parts areas neatly organized, maintain clean work areas and displays.
- Perform physical annual inventory count of all items.
- File claims for manufacturer returns as directed, tag appropriately.
- Participate in personal development through continued training of product information as specified by management.
- Maintain a positive freight account balance.
- Process return goods authorization as instructed by Parts Manager.

### **CUSTOMER SERVICE:**

- Greet customers quickly and professionally as they arrive in showroom, directing them to the appropriate department as necessary.
- Answer questions and take orders for parts in person, over the phone and through e-mail.
- Ensure customer's needs are clearly understood so as to provide exceptional service and create atmosphere for continued relationship.
- Provide appropriate information on parts, availability of parts/accessories or status of special order parts. Follow-up on orders to ensure timely delivery.
- Ensure that customers understand the return policy of TLLC at the original point of purchase.

- Verify customer account information to ensure appropriate billing or payment.
- Be attentive to all customers and their concerns. Assure them that issues will be dealt with effectively and efficiently. Seek assistance if necessary.
- Communicate to customers the status of special order parts.
- Positively promote Torgerson's and all aspects of the dealership to customers or prospective customers inside or outside of the dealership.

#### **COMPANY REQUIREMENTS:**

- Meet/surpass department's established goals and objectives; assure the monthly/annual budget is met according to the profit margin established by management; integrate company values into customer service transactions. Strive to increase gross sales and demonstrate a personal increase from previous year.
- Use training techniques to continually achieve new sales; cultivate repeat business.
- Attend training seminars, classes and conferences that further develop the individual in regard to his/her area of specialty.
- Promote cleanliness/orderliness in the dealership.
- Work overtime as necessary and be available to take after hour calls when scheduled for rotation during the busy season.
- Ability to pay attention to detail and have strong organizational skills.
- Knowledge of computer software programs; i.e.; Word, Excel, Google, etc.
- Follow all company standards based on the employee, drug and alcohol and safety handbooks.
- Maintain a current Montana driver's license with clean driving record, be insurable through the Company and report any circumstances where driving record could be affected.
- Create a safety-minded atmosphere, free of drug and alcohol abuse within the corporate structure.
- Lift and carry up to 75 pounds; use hand and eye coordination, speech and sound; constant standing, walking, carrying, stooping, bending, kneeling and reaching; moderate climbing.
- OTHER DUTIES AS ASSIGNED BY MANAGEMENT