

## **JOB DESCRIPTION PARTS SALES**

### **Essentials of Job Description - Parts Sales:**

1. Parts Sales position reports to Operation Manager and Parts Manager.
2. No position reports to this position.
3. Education requirements include High School diploma or equivalent. Additionally, one year minimum experience in the farm equipment industry is required.
4. Skill, abilities and knowledge include ability to maintain inventory records, a clear understanding of how the process of acquiring parts and sales of parts impacts inventory. Offering an image of helpfulness, knowledge and experience is essential. Orderliness and cleanliness must be a paramount attribute to the person who is to be charged with the responsibilities of this position. An ability to follow a regular routine of tasks necessary to maintain order is required.
5. Body positions include sitting, standing, walking, turning head and bending torso, bending arms, wrists and fingers. Body senses needed are full use of eyes, ears, and full power of speech. The sales position requires ability to do routine arithmetic calculations and have an understanding of pricing and margin. The sales position requires ability to communicate in English and to effectively communicate orally and in writing as this position has the job of writing reports and notes to customers and associates. Computer literacy is also required.
6. Work environment will be a climate controlled, smoke free store with occasional time in warehouse conditions and exterior locales.
7. The parts sales position employee is selected by the Operation Manager and Parts Manager with the consent of the President or Store Manager. This person charged with the responsibility of this position will be provided with the necessary authority to meet these responsibilities.
8. Functions are: Establish goals for sales and inventory turn, customer fill rate and to set the work schedule. The person must be a source of counsel and advice for the Operation Manager and Parts Manager. The person must understand the successful use of purchasing discounts. The parts sales position requires coordination of function with the sales and service departments. The parts sales person must keep the Operation Manager and Parts Manager fully informed at all times about opportunities to improve the overall function of the position and the company in general.
9. The parts sales person must maintain high staff morale in the company. Setting an example of teamwork is critical to this requirement.

10. The person must handle warranty claims for the Operation Manager and Parts Manager so that parts which are sold for warranty have the corresponding defective part secured for inspection if needed.

12. The person must present an image of taking the needs of the customer seriously and of willingness to provide a solution to the customers' parts problem.

13. Sales growth is the fundamental responsibility of this position.

14. Judgment and decision making must be done with integrity and promptness. Fair judgments with customer issues must be within the capabilities of the person in this position. The person must be able to see all sides of issues and be willing to seek guidance when needed to perform the duty of satisfying the customer and looking out for the best interests of the company.

15. The person must handle routine and difficult situations tactfully. He/she must be cooperative when working with fellow employees, being consistent in dealings at all times. Deadlines and company needs outside and inside of the parts department must be met.

16. The person must recognize the strengths and weaknesses of the department and strive to improve those items which can be improved.

17. The person must be reliable and dependable. It is particularly required that his person will go beyond the norm with effort to solve customer problems. After hours deliveries and weekend parts needs are to be accommodated by the person in this position.

18. The person must be well groomed at all times and maintain high ethical and moral standards.

19. The person in this position must cooperate with the Parts Clerk to maintain good inventory control. Those items of inventory control, parts ordering and stocking which are primary to the Parts Clerk position must be complemented by efforts of the Parts Sales position. All of the requirements of the Parts Clerk position are in some part requirements of the Parts Sales position and vice versa.

20. Measurement of performance will be the year-to-year sales of parts totals, quality and timeliness of satisfying customer needs, relationship with Service personnel and Sales personnel, accuracy in billing, and cleanliness in the parts department.

**Conclusion:** The parts sales position is critical to the overall operation of the company. Many times, the parts sales person has contact with the customer before anyone else in the company. Achievement of set goals will enhance the overall performance of the company. The Parts Sales person can make the company a place where people like to do business with a pleasant, prompt attention to the needs of the customers.