

JOB DESCRIPTION

JOB TITLE: Part Counter

REPORT TO: Parts department Manager

HOURS OF WORK: 8:00 a.m. to 7:00 p.m. Monday
8:00 a.m. to 6:00 p.m. Tuesday – Friday
12:00 p.m. to 1:00 p.m. Lunch

BASIC JOB SUMMARY:

1. Provide price and availability of parts to technicians to aid in estimating service of vehicle repairs.
2. Order parts for vehicles down in service.
3. Handle ordering of parts for walk-in customers
4. Answer telephones and provide callers with parts prices and availability.
5. Fill out special order cards with all pertinent information to contact customer and service advisors.
6. Post all sales on parts
7. Post all lost sales of parts.
8. When necessary, try to locate parts for emergency repairs and to dispatch parts driver to procure parts.
9. Assist walk-in customer with information about parts to aid in repairs, or accessory purchases.
10. Provide perpetual inventory checking during normal sales activity.
11. Provide courteous support and assistance to all customers (sales people, service technicians, and body shop personnel)
12. Contact customers when special order parts are received.

13. Keep area neat and clean looking.
14. Invoice and post over the counter sales.
15. Deliver all charge invoices to cashier.
16. Place all daily or special handling orders over dial system.
17. Assist in putting stock orders away in proper stock location.
18. Making and handling warranty parts returns from service technicians.
19. Dispatching parts driver, to pick-up parts, to specific locations and monitoring the whereabouts.
20. Assist with shipping and receiving processes.