

Title: Parts Counter

Working Hours/Days:

M-F 8hrs, overtime as needed

Position Summary:

Altorfer Industries Power Systems division sells and services Caterpillar engine products and accessories, including on-highway truck engines, industrial and marine engines, engine-generator sets, electrical switchgear and controls. This position will be responsible for providing parts ordering support for customers(internal/external).

Basic Duties:

PRINCIPAL FUNCTIONS & RESPONSIBILITIES (including, but not limited to):

- Provide excellent customer service to identify, prioritize, order, and receive parts orders from all electronic ordering, e-mail, call-in, and walk-in customers.
- Ascertain part number; inspect worn, damaged, or defective part to determine customer needs based on good product knowledge of the equipment.
- Discuss features and benefits of alternative solutions (repair options) and offer those solutions to the customer (e.g., General Duty/Reman/Used) to maximize value being offered.
- Advise customer of additional related parts (e.g., gaskets/seals/hardware)
- Advise customer of potential warranty coverage options and Extended Warranty offers.
- Able to professionally deal with customer objections as part of the normal sales process
- Maintain accurate customer and equipment information in the CRM
- Advise customers about merchandising discount programs for new parts and services available.
- Advise customer on substitution of part when replacement is not available
- Support Product Support Field Sales/Inside Sales/Equipment Sales/Service teams to help them achieve overall company goals.
- Participate and complete training as required and/or available
- Handle customer order processing and assist with backorder processing
- Operates within all parts policies and procedures of the company
- Must have strong sense of urgency to correspond to customer needs
- Maintain positive attitude and high personal morale
- Demonstrated ability to work well as part of a team is required.
- Attains short- and long-term objectives in support of department and company goals
- Knowledgeable on the parts systems for all vendors represented by the company
- Knowledgeable of the competitive environment in which the dealer operates
- Identify and resolve problems in a timely manner.
- Good organization skills and ability to prioritize and manage time effectively is required.
- Perform other duties, including warehouse duties, as required.

Qualifications:

EDUCATION/QUALIFICATION/EXPERIENCE:

Individual should have a high school diploma or equivalent; and a minimum of three to five years of prior related experience. Individual must have excellent communication skills as well as a mechanical aptitude. General knowledge in overall parts support, inventory control, and parts department operations necessary. Math ability – must be able to calculate amounts such as discounts, escalation, interest, proportions, percentages, area, circumference, volume and other measurement type calculations.

SKILLS/ABILITIES:

Knowledge of Caterpillar engine products and accessories, including on-highway truck engines, industrial and marine engines, engine-generator sets, electrical switchgear and controls is required. Individual should have the ability to read and interpret documents such as parts prints, operating and maintenance instructions, service manuals, procedure manuals, and safety rules. Technical English language skills required. Individual must have the ability to write routine reports and effective correspondence. Must have the ability to speak effectively with customers or employees on phone and in-person.

To perform this job successfully, an individual must have knowledge of word processing software, spreadsheet software, inventory software, Internet software, order processing systems, and contact management systems.

Must have valid driver license with clean driving record and ability to secure lift truck certification.

An Equal Opportunity Employer - Minorities, Females, Individuals with Disabilities, and Veterans

Physical Requirements:

PHYSICAL REQUIREMENTS/ENVIORNMENTAL CONDITIONS:

“C” Constantly (6-8 hrs/day), “F” Frequently (3-6 hrs/day), “O” Occasionally (up to 3hrs/day), or "NA" if not applicable.

NA	Climbing	NA	Stooping	O	Kneeling
NA	Crouching	NA	Crawling	O	Reaching
O	Standing	F	Sitting	O	Walking
O	Grasping	F	Repetitive Motion	F	Keyboarding
O	Pulling	O	Lifting	O	Pushing
O	Up to 25 lbs.	O	Up to 25 lbs.	O	Up to 25 lbs.
O	26-50 lbs.	O	26-50 lbs.	O	26-50 lbs.
O	Over 50 lbs	O	Over 50 lbs.	O	Over 50 lbs.
O	Subject to both inside and outside conditions				