



Position: Parts Associate
Location: Grand Rapids, MI
Job Category: Aftermarket Parts
Status: Full Time Employee

POSITION SUMMARY: Responsible for processing parts sales, customer orders and responding to customer's inquiries, questions or complaints regarding parts services. Seek remedies to ensure customer satisfaction and retention. Assist in vendor sales, inventory, purchasing, pricing and warranty administration. Organizes and maintains a parts storage area.

RESPONSIBILITIES:

- Identifies and processes customer orders for HVAC parts, equipment, and supplies via the Internet, fax, phone and over the counter.
- Orders required parts.
- Provides technical support to customers.
- Responds to customer's inquiries or questions regarding products or services.
- Responsible for overall inventory management and ensuring that it is appropriately accounted for through accurate receiving, restocking, transfers, discrepancy management, audits and cycle counts.
- Drives sales by actively making customers aware of product promotions and asking to add lines to the orders.
- Determines best method to resolve problems to ensure customer satisfaction and company adherence to policies.
- Responsible for maintaining transactions via the cashbox/drawer, checks and credit cards, as well as balancing at the end of the day.
- Responsible for warranty administration.
- Records changes in inventory status by logging shortages and overages in logbook.
- May deliver parts orders to customer locations or job sites.
- Possesses knowledge of the product lines to be able to demonstrate and discuss with customers.
- Informs customers of standard procedures or resolution of problems.
- Follows up, either verbally or in writing, to ensure customer satisfaction.
- May load and unload shipment of parts, supplies, and equipment.
- Handles emergency phone and customer service duties after hours as necessary.
- Flexibility to work overtime/weekends, as required.
- Responsible for achieving objectives regarding revenue, profit and proprietary/commodity goals as set forth by the leadership team.
- Always represent the organization in a courteous and professional manner.
- Other duties as assigned.

EDUCATION/EXPERIENCE: High School Diploma or GED and 2 plus years related retail/parts sales experience.

WORKING CONDITIONS: Office environment, minimal local travel to job sites and customer locations, occasionally lift and/or move up to 50 pounds.

CERTIFICATES, LICENSES, REGISTRATIONS: Valid driver's license with an acceptable driver's record per corporate background check policy.