



## **Crushing Equipment Solutions Job Description**

### **Parts Counter Sales**

**Job Code:** 187

**FLSA Classification:** Non-Exempt

**Job Specific Task ID:** 8

**Reports to:** Parts Manager

**Updated:** 8-2022

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#### **Position Summary:**

The Parts Counter Sales person is responsible for the sale of parts to customers in the Parts Counter area, exhibiting strong parts knowledge and customer service skills in a manner that reflects the company's vision of working as "One Professional Team."

#### **Essential Functions:**

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Receives phone-in and walk in customers' request for parts
- Locates parts for customers on various machines, crushing/screening machines, and other brands we service
- Finds parts using automated system
- Maintains good notes, organized desk for easy and quick access to information
- Maintains warranty credits/inspections and Warranty return processes
- Pulls orders
- Processes Customer and Shop order credits and quotes
- Puts proper notes on orders for backorder analysts to process backorders
- Ensures proper shipping instructions are placed on orders
- Works cooperatively with fellow team members to accomplish warehouse/parts goals
- Functions as the liaison to the Service Shops for parts backorders
- Answers phone calls as a primary responsibility in a prompt and professional manner
- Helps fellow counter personnel find parts information more efficiently
- Assists the supervisor in projects when called upon
- Handles on-call duties, assisting customers after hours
- Appropriately suggests the purchase of additional items when selling a part
- Provides leads to PSSR's, Service shops, etc.
- Relays proper parts technical information when necessary
- Directs customers to the proper service techs, when more information is needed
- Other duties as assigned by manager

#### **Competencies:**

- Data Entry
- Telephone Skills
- Safety Knowledge
- Reading/Writing Skills

- Reasoning Skills
- Organizational Skills
- Communication Skills
- Math Skills
- Product Knowledge

**Supervisory Responsibilities:**

- None

**Work Environment:**

- Noise: Loud
- Indoors and Outdoors

**Physical Demands:**

- Standing
- Walking
- Talking
- Sitting
- Use of Hands
- Hearing
- Squatting/Kneeling
- Ability to ascend/descend ladders, stairs, etc.
- Medium work that includes lifting and/or moving objects up to 32 pounds or more

**Required Education and Experience:**

- High School Diploma or GED
- 1+ years working with parts
- 1-3 years administrative/clerical experience
- 1-3 years customer service experience
- 1-3 years sales experience

**Additional Eligibility Requirements:**

- Must pass all required pre-employment screenings which may include but are not limited to background checks, drug/alcohol testing, fit for duty testing, and any other job-related tests/screenings

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Crushing Equipment Solutions LLC. is an EEO/AA/Veterans/Disabled employer.