



Parts Advisor Job Description

Supports over all company goals relation to Parts Sales goals, and a provides excellent service for our customers.

Responsibilities

- Accurately complete parts requests from inception, ordering process, to fulfilling customer order.
- Assure parts are handled and stored properly to prevent damage.
- Keep very accurate and detailed records to facilitate accurate inventory levels.
- Complete proper administrative paper work via PC and / or forms.
- Facilitate warranty process and assure time frames are met to collect on warranty claims.
- Keep management informed of discrepancies in quantity. Quality, or location of parts.
- Suggest process improvements to improve customer support, quality, and efficiency.
- Stay abreast of best practices and trends in the industry.
- Keep parts counter and storage area clean and safe by putting things away in proper location.
- Responsible of assuring own time sheet is correct and informs management as soon as possible if something is incorrect in time reporting or payment collected.
- Perform physical inventory when assigned.
- May need to help in other locations or other departments due to business demands.

Skills / Abilities

- Very strong attention to detail and strong mathematical aptitude.
- Good mechanical aptitude and repair skills.
- Ability to lift up to 50 lbs.
- Strong PC skills and legible handwriting relating to part numbers and inventory levels.
- High initiative for process improvement and customer satisfaction.

Requirements

- Minimum 3 years of automotive experience.
- 3 years in warehouse setting preferred.
- Has solid knowledge of industry.
- Associates Degree preferred
- Strong work ethic and initiative.

This specification is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned.

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Bentley Truck Services.