



Job title: Parts Clerk
Department: Parts Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

<i>Sells parts to all customers at the counter, through the shop or by telephone.</i>

The **MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

Tasks related to sales and customer service

- Efficiently helps customers choose parts and provides internal and external customers (retail and shop) with high quality services.
- Provides customers with information about accessory parts and specials.
- Ensures that customers are made aware of the entire product line.
- Answers telephone calls, indicates prices and provides any other information.
- When answering incoming calls, adopts a strategy that focuses on selling parts and/or arranging appointments.
- Solicits regular customers by telephone.

Administrative tasks related to orders

- Ensures that internal requests for parts are invoiced on the after-sales department work order.
- Receives payments from retail customers and obtains credit authorization.
- Ensures that all credit card vouchers are signed by the customers.
- Ensures that all the customers receive their copies of the invoices.
- Grants credit for returned parts, ensuring that there is an initial invoice or invoice number, in order to confirm the purchase and the price.
- Keeps orderly files containing work orders, invoices, insurance estimates and specially ordered parts.
- Follows up on pending orders.

- Checks files containing orders to be picked up by customers and pending orders, on a weekly basis.
- Ensures that all uncollected items no longer in demand are returned to the suppliers or stocked.
- Replenishes assigned stock, on a daily basis.
- Reviews body shop estimates to ensure that parts ordered are appropriate and that the prices match those on the estimates.
- Organizes and fills orders out of the stock.
- Organizes orders to be delivered to the body shop and ensures that all parts are labelled with the name of the customer and the job number.
- Organizes orders for shipping or delivery purposes, or for daily pickup.
- Labels returned parts to be replaced, as well as parts to be recycled, in keeping with the manufacturer's policies.
- Notifies the parts manager of out-of-stock items or when shop equipment requires immediate attention.
- Locates an external source for out-of-stock parts and places an urgent order, if necessary.
- Notifies the technical advisor and the customer as soon as specially ordered parts come in.

Miscellaneous tasks

- Participates in the annual parts return.
- Helps field sales representatives fill their orders.
- Distributes shop tools ordered by the technicians and follows up.
- Ensures that the front and back counters are clean and tidy. Cleans the computers and printers every day.
- Works with the parts manager in maintaining a program to follow up on lost sales.
- Keeps up-to-date on all new and improved products.
- Helps receive merchandise, as necessary.
- Cooperates in keeping the parts department clean.
- Delivers the parts to the technicians, as necessary.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills

Effort

Knowledge and skills
Responsibilities

Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.

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