



JOB DESCRIPTION-HEAVY DUTY TRUCK PARTS SPECIALIST

SUMMARY: The Parts Department Specialist must be highly motivated to accomplish objectives through the use of proper purchasing procedures, inventory control, and pricing.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provide total customer satisfaction to ensure a standard of customer service that exceeds customer and management expectations.
2. Handle incoming phone calls for retail parts sales.
3. Formulate and process sales orders for parts.
4. Purchase parts from vendors through the Purchase Order system and ship to retail customers.
5. Follow up on phone calls, parts orders, returns, and shipments.
6. Identify parts on trucks (specifically fire trucks).
7. Assist customers in selecting the correct part(s) when the part number is not known.
8. Work closely with vendors to solve parts problems encountered by customers.

SUPERVISORY RESPONSIBILITIES: No supervisory responsibilities for this position.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence and memos. Ability to create standard correspondence. Ability to effectively and concisely present information in one-on-one and small group situations to customers and other employees. Ability to work from oral and written instructions. Proficient verbal communication skills, in English, are required.

EDUCATION AND EXPERIENCE:

1. A high school diploma or equivalent is required.
2. Minimum 2-5 years parts, with heavy truck experience.
3. Strong attention to detail with paperwork and all processing.
4. Computer literate.
5. Good listener with excellent phone skills.
6. Creative problem solver

(Comparable amount of training, education, or experience may be substituted for the above minimum requirements.)

MATHEMATICAL SKILLS: Ability to apply concepts of basic mathematics.

REASONING ABILITY: Ability to apply common-sense understanding to carry out instructions in written and oral form.

OTHER SKILLS AND ABILITIES:

1. Must be able to manage time, cost and effort to ensure efficiency.
2. Must have excellent verbal and communications skills.
3. Must have a strong ability to multi-task.
4. Must be detail-oriented.
5. Must provide excellent customer service.
6. Strong communication skills are required.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

WORK POSITIONS (defined in 10% increments or work time):

Sitting: 50% Standing: 25% Walking: 25%

PHYSICAL DEMANDS:

	SEDENTARY WORK: Lifting 10 lbs. maximum and occasionally lifting and/or carrying articles.
	LIGHT WORK: Lifting 20 lbs maximum with frequent lifting and/or carrying of objects weighing up to 10 lbs.
X	MEDIUM WORK: Lifting 50 lbs maximum with frequent lifting and/or carrying of objects weighing up to 25 lbs.
	HEAVY WORK: Lifting 100 lbs maximum with frequent lifting and/or carrying of objects weighing up to 50 lbs.
	VERY HEAVY WORK: Lifting objects in excess of 100 lbs with frequent lifting and/or carrying of objects weighing 50 lbs. or more.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS:

X	INSIDE: Spends approximately 75% or more of time inside. Inside work has good ventilation, comfortable temperature and lighting.
	OUTSIDE: Spends approximately 75% of time outside.
	BOTH: The activities occur inside or outside in approximately equal amounts.

I have read this job description and have reviewed the detailed job responsibilities. I understand that I may be assigned other duties in addition to or in place of those described previously. I also understand that the essential duties of this position may change at any time, according to the needs of Ten-8 Fire Equipment, Inc.

Employee Signature

Date

Supervisor Signature

Date