



POSITION DESCRIPTION

Date: 03-12-21

Prepared by: HR Department

Approved by: President

Title: Parts/Service Representative (Hourly Position)

Reports to: Parts Manager

Purpose of Position: This position is responsible for supplying the Service Department with in stock parts or by procuring parts from an outside source in a timely and cost savings manner.

Requirements:

- Education – High School diploma or GED; 1 to 3 months related experience and/or training.
- Language Skills - Ability to read and comprehend simple instructions, safety rules and correspondence. Ability to write simple correspondence. Ability to effectively communicate information one-on-one and in small group situations to other employees.
- Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to interpret bar graphs.
- Computer Skills – Moderate ability in using Microsoft Office and proprietary software product used in our industry.

Essential Duties:

1. Serve the needs of our Trailer Technicians in the shop (16 Bays).
2. Assist the parts department by pulling orders, restocking shelves, loading and unloading trucks.
3. Keep excellent and accurate records of repair orders and other transactions; while managing paperwork flow and becoming efficient in researching part numbers through catalogs and the internet.
4. Be proficient in using the internet, corresponding to emails and managing phone calls.

5. This position will require great organizational skills and will require the individual to be a strong self-starter.
6. Organize and maintain a quote system for the service department to include parts pricing and availability for potential repair orders
7. Delivery of parts for repair orders to the service technicians

Work Environment:

The Work environmental characteristics described here are representative of those an 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.

- This position requires the ability to apply common sense understanding to carry out instructions furnished in writing, oral, schedule or diagram form and the ability to use sound judgment when faced with complex circumstances.
- The ability to deal with problems involving several variables in standardized situations is essential, while maintaining a professional, calm manner when negotiating with a difficult customer or employee.
- The position is assigned to the warehouse where noise levels are moderate to high at times.
- The physical exertion is moderate to heavy. The employee must be able to occasionally lift and or move up to 100 pounds.
- There are frequent employee and customer contacts.
- Requires the ability to operate a personal computer, multi-line phone, calculator and other basic office equipment.
- It also requires the safe operation of a tow motor or pallet jack as needed.
- The position requires the use of electric hand tools used for cutting aluminum, wood and steel.
- The employee is occasionally required to stand, walk and drive. A valid driver license will be required to operate a parts van.
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
- U/KTS reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

Standards:

- The ability to lead a team and interact with employees.
- Maintain a clean and organized work area at all times.
- Work performed is to be in a professional manner in accordance with or exceeding company standards.
- Adhere to all company policies, procedures and standards.

- Display a professional attitude toward customers and fellow employees.
- Be trustworthy, confidential and self-motivated.
- Be a team player.
- Maintain a professional appearance.
- Maintain verbal and written communications as required.
- Continually seek professional and personal growth.
- Maintain professional and friendly attitude at all times.

Signing on behalf of this position and agreeing to accept all of its responsibilities.

Signed: _____ Date: _____

Parts/Service Representative

Signing on behalf of this position and agreeing to accept all of its responsibilities.

Signed: _____ Date: _____

VP of HR