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Parts Technician - Wainwright

Purpose:

This position is responsible for providing exceptional customer service to all internal and external customers through selling, receiving, and delivering of parts and accessories through face to face interaction and telephone customer service. This position will be the 'first impression' customers have of Battle River Implements therefore a desire to provide a high level of customer service is required.

Responsibilities:

- Promotes and sells products and/or services to meet customer needs
- Supplies Service Technicians with parts as required
- Assists with preparing and maintaining merchandise store displays
- Verifies receipting of incoming and outgoing shipments and assists with placing Machine Down and Stock Orders in their proper inventory locations
- Follows company process and procedure with shipping and receiving of all goods and services
- Assists in keeping parts department clean and orderly
- Contact customers in a timely manner to notify them their special order is ready for pickup
- Follows up on shortages and expedites issues by reporting to the manager
- Assists in maintaining all departmental tools, equipment, and vehicles are in good working order
- Operate a forklift to move parts inventory as necessary
- Assist with the annual physical inventory verification
- Attend and participate in in-house or external training programs and/or Department meetings as requested by Management.
- Follows all safety rules and regulations in performing work assignments
- Other duties assigned by Management or directly related to customer service

Experience, Education, Skills and Knowledge:

- Apprenticeship or Journeyman certification is considered an asset
- Basic data entry and typing skills
- Basic parts and machinery knowledge
- Willingness and ability to work flexible work days and hours (including weekends and on call rotations)
- Ability to manage and prioritize multiple tasks at a time
- Ability to use the John Deere Parts Catalogue computer application
- Ability to work in a team environment
- Ability to lift items weighing up to 75 lbs.
- Fork lift certificate preferred

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