**Job description**

**Description**

Hill International Trucks, the Tri-State areas largest medium- and heavy-duty truck and trailer dealership, is currently looking for a full-time Back Parts Counter Salesperson in our East Liverpool, OH. location.

**Back Parts Advisor Job Description:**

To coordinate parts for vehicle service and repair. You will work closely with our service team to provide excellent customer service to our patrons. When customers arrive at or call the parts department, you will greet them and determine what parts they need for their service and process payments for purchased items. You will also oversee the inventory, unpacking materials and documenting each shipment to ensure inventory numbers are current.

Parts Advisor Duties and Responsibilities:

· Answer phone calls and respond to questions and requests about parts

· Greet customers in-person and determine what parts they need

· Coordinate with the service team to ensure parts are available or ordered promptly when needed

· Receive, unpack, and store parts

· Track inventory and input items into the company log to ensure accurate inventory counts

· Process payments and returns when necessary

**ADDITIONAL DUTIES MAY INCLUDE:**

* Assists all customers (retail and shop) in selecting required parts in a friendly, professional, and efficient manner.
* Informs customers of companion part requirements and specials and ensures that the customer is exposed to the full product line.
* Answers phone calls, providing price quotes and other information.
* Reviews body shop estimates to be sure the parts that are ordered are correct and all pricing is in line with the estimate.
* Provides a high level of service to internal and external customers.
* Pulls and fills orders from stock.
* Notifies parts manager of out-of-stock parts or shop materials that need immediate attention.
* Locates out-of-stock parts from outside source and submits an emergency order, if necessary.
* Notifies the service advisor and the customer when special ordered parts have been received.
* Notify the body shop when all the parts have arrived and when they will be delivered.
* Pulls orders for delivery to the body shop, making sure all parts are tagged with customer names and job number.
* Follows up on back-ordered parts.
* Verifies will-call and back-order files weekly and returns to vendors, or stocks those items not picked up or required.
* Replenishes assigned inventory daily.
* Assists outside sales representatives with their orders.
* Makes sure all internal requests for parts are billed on service repair order.
* Receives payment from retail customers or obtains credit authorization.
* Ensure that all charge sales are signed by the customer.
* Ensure that all customers receive their copy of the invoice.
* Issues credit for parts returned, ensuring that the original invoice, or its number, is available so that purchase and pricing can be verified.
* Issues and tracks requested shop tools to technicians.
* Keeps orderly records of all repair orders, invoices, insurance estimates, and special-order parts.
* Sets up orders for daily shipment, delivery, or pick-up.
* Solicits assigned accounts by phone.
* Keeps front and rear counter areas clean and uncluttered.
* Cleans computer terminals and printers daily.
* Participates in all training programs that are made available.
* Keeps current on new products and product updates.
* Participates with the parts manager in maintaining a lost sales tracking program.
* Maintains professional appearance.

**QUALIFICATIONS**

* High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
* Prior experience in an automotive, heavy-duty truck or tractor parts sale's role.

**PHYSICAL DEMANDS**

* Ability to stand for long periods of time.
* Frequent bending, stooping, reaching, twisting
* Lifting up to 80 lbs.

**BENEFITS**

* Excellent pay (Salary + Bonuses)
* Medical, Dental, Vision & Prescription Drug coverage
* Life and Supplemental Coverage
* 401K w/ company match
* Paid Time Off
* Paid Holidays
* Paid training
* Regular performance reviews
* Management opportunities

Job Type: Full-time

Schedule:

* Day shift
* Evening shift
* Weekend availability

Supplemental pay types:

* Bonus pay

Ability to commute/relocate:

* East Liverpool, OH 43920: Reliably commute or planning to relocate before starting work (Required)

Experience:

* heavy duty parts: 2 years (Required)