

**Southland International Trucks Ltd.** is looking for a **Parts Counter Person** to assist customers in purchasing parts and accessories. This position will require candidate to work closely with service technicians, wholesale customers and walk-in customers. Along with having a professional appearance and attitude, candidate will possess excellent sales and customer service skills ensuring all guests have a positive experience.

This position also requires performing assigned tasks such as parts stocking, inventory control, and order fulfillment. We are looking for a self-starter who is confident with their computer skills, buying proficiency, and curiosity inspired with solution driven technical abilities with a basic knowledge of antiques, heavy truck and trailer parts/accessories.

#### **RESPONSIBILITIES:**

- Oversee the parts sales process from start to finish
- Work with parts manager to locate any parts not in stock
- Complete special-order part request for the customer
- Communicate with customer on parts status
- Communicate with staff and customers in a friendly and professional manner
- Follow all company safety policies and procedures
- Understand and follow federal, provincial and local regulations applicable to industry
- Solicit assigned accounts by phone
- Assist service technicians in selecting parts needed for repairs in process.
- Determine and fulfill customer needs for commercial vehicle parts through lookup and sourcing
- Assist management with daily call lists and promotions; develop strong and lasting business relationships with customers
- Answer phone calls, providing price quotes and other information. Assist outside sales representatives with their orders.
- Other duties would be stocking shelves, cleaning when time allows.

#### **REQUIREMENTS:**

- Experience with heavy truck/trailer parts sales (preferred)
- Able to work in a fast-paced work environment
- Strong organizational and time management skills
- Detail-oriented, professional appearance and strong work ethic
- Willing to learn new sales techniques with a desire to be coached
- CDK (ADP) experience a plus
- Knowledge of mechanical operations of motor vehicles.

#### **Physical Requirements/Working Conditions:**

- Must be able to lift up to 50 lbs. on occasion
- Must be able to stand for extended periods and use a computer

#### **Additional:**

- Competitive Compensation
- Health/Dental/STD/LTD benefits
- Deferred profit sharing plan

Learn more about Southland International Trucks Ltd. at <http://www.southlandit.com>.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.