# Position: Parts Specialist: Thief River Falls Location

## Job Description

This individual will perform a variety of customer service, promoting and stocking duties related to the parts sales, receiving and shipping of parts and accessories that contribute to the efficient, safe and profitable operation of the parts department.

They will assist customers by properly identifying needed items, using parts catalogs and other available resources. They will invoice and make any necessary entries to the inventory control system based on company guidelines.

**Report:** Directly to Parts Manager

**Responsibilities:**

- Record all sales and/or customer transactions using Company provided systems/tools and guidelines.
- Keep the parts department clean and professional.
- Maintain the retail showroom and displays to meet or exceed the dealerships standards and ensure customer satisfaction.
- Take a proactive approach to inventory control by assisting and or reporting discrepancies.
- Assist Parts Manager with ordering process
- Ensure internal and external customers receive the correct parts in a timely manner.
- Daily receiving of incoming parts
- Ship parts out in timely manner to customers
- Pick up and deliver parts from vendors for customers, as needed.
- Label and store parts in the warehouse according to a prearranged system
- Assist with inventory cycle count duties
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Proactively study and stay current on industry and product information.
- Perform all other duties as assigned by management in a professional and efficient manner

**Requirements:**

- Formal parts training and or industry experience
- Understanding of mechanical and technical terms
- Strong organizational and computer skills
- Strong communication and excellent customer service

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**Hours**: Monday-Friday 8am-5pm or as needed, in winter and summer. Monday-Friday 8am-6pm and Saturdays 8am-3pm or as needed in spring and fall. Overtime at 40 hours per week.

**Benefits Package:**

**Health, Dental and Vision Insurance Benefits**

**401K Matching program**

**Vacation Pay**

**Paid Holidays**

13196 34TH ST SE
TOWER CITY, ND 58071

701-361-4790
NORTHSTAR-AG.COM