

Position:	TAG Customs Parts Advisor
Dealership:	Langley Chrysler
Employment Status:	Full Time
Department:	Parts Department

Position Summary:

Under the supervision of the Parts Manager, this position is responsible for the efficient and profitable ordering, stocking and sale of parts

Primary Duties and Responsibilities:

- Comply with Trotman Automotive Group policies, along with local, provincial and federal laws including those governing the rules of the road
- Communicate effectively with (internal and external) customers, Parts staff and management to report any problems or delays regarding parts deliveries
- Documenting trips, including parts destination or pick-up points
- Maintaining the parts delivery vehicle appearance when necessary
- Assist in housekeeping of the Parts department
- Using good judgment and practicing safe driving skills at all times when operating Company property
- Assist Parts department in routine inventory counts
- Efficiently assist customers (internal and external) with the highest level of service
- Remain abreast on product knowledge and market trends
- Assist in greeting (internal and external) customers in a prompt and polite manner (in person and by phone)
- Maintaining the highest Customer Service Index rating from customers by handling all Parts customer discrepancies immediately and according to dealership policy
- Assist in growing sales within the Service department by providing labour estimates when handling parts sales
- Assist Parts department in achieving sales goals and objectives through exemplary customer service and increasingly high customer service
- Interact with Service and Sale department to ensure smooth delivery of parts
- Receive payment from retail customers when necessary
- Articulate parts accessories and specials available to customers
- To service all allocated sales inquiries in a prompt and effective fashion
- Stock parts inventory and maintain an organized warehouse environment
- Keeping up to date on manufacturer warranty and policy procedures while serving as a liaison with factory representatives
- Practice provincial and federal WHMIS standards and TAG Health and Safety policies
- Additional duties as requested by management

Qualifications:

- Minimum one (1) year parts experience in a dealership
- Experience with truck accessories and modifications
- Strong organizational skills with the ability to multitask
- Ability to effectively respond to and meet the needs of a diverse client base
- Ability to lift and carry up to 50lbs on a regular basis
- Ability to be on your feet for long periods of time
- The ability to operate manual and automatic transmissions
- Valid Class 5 driver's license with a clean driver's abstract
- Ability to work efficiently and effectively under pressure with simultaneous deadlines
- Must be able to communicate (written and verbal) in English fluently
- Excellent interpersonal and relationship-building skills

Benefits:

As part of Trotman Auto Group's culture and vision, we believe success comes from great people within the organization that are knowledgeable, inspired and love what they do; people who do not only attain their personal and collective goals, but live and work to their full potential.

- Competitive compensation and benefits packages
- The ability to grow within an expanding and progressive dealer group
- A healthy and safe work environment
- A fun work environment with many social events
- Ongoing training through TAG university