



## *Repairs & Services*

**Job Title:** Junior Parts Technician

**Department:** Operations – Parts Division

**Reports To:** Parts Manager

### **Job Overview:**

The Junior Parts Technician is responsible for delivering excellent customer service by assisting with part inquiries, recommending products, and handling sales. Order fulfillment includes creating pick tickets and assisting with warehouse tasks as needed while balancing customer service duties. They support inventory control through cycle counting and restocking and ensure the retail store is clean and organized. Junior Parts Technicians may work shorter shifts on weekends to meet customer needs.

### **Key TRAITS for Optimal Performance:**

- **Decision Making & Risk Orientation:** A naturally cooperative approach readily accommodating to direction provided by others with the ability to make some decisions with some unknown - and occasional risk, or to exercise independent judgment (within accepted guidelines). An ability to initiate decisions which may have impact on the work, priorities, and activity of others.
- **Relationships & Communication:** An ability to balance the completion of specific personal tasks with the need to initiate interactions, collaborate, and encourage the efforts of others. An ability to build and sustain multiple relationships and regularly interact with others to meet the position requirements. An almost equal combination of ability to provide analytical and technical information and to demonstrate some persuasiveness to influence others.
- **Proactiveness:** A strong ability to multi-task and handle a variety of activities, opportunities & issues in a very proactive manner. The ability to display a sense of urgency about matters, including responsiveness to immediate requests and sudden interruptions and the ability to carry out work activities that



## *Repairs & Services*

- require both some degree of steadiness and consistency, as well as being responsive to deadlines and target dates.
- **Structure:** Strong attention to detail and accuracy with regular hands-on involvement in all required activities. The ability to follow necessary guidelines and to work within the job framework of established precedents, practices, and standards for consistent outcomes while also being able to handle some situations where they do not apply.
- **Versatility:** An individual demonstrates the ability and versatility to adapt to changes in the work environment that could include situations creating stress, additional hours of work, and stepping outside of their natural behaviors to meet job requirements.
- **Emotive-Logical Orientation:** The ability to at times demonstrate sensitivity in interactions and at other times to be somewhat logical and rational in responding to situations.
- **Innovativeness:** Regularly finding various ways to improve existing approaches, procedures and methods.

### **Key Responsibilities:**

- **Customer Service and Sales:** Providing excellent customer service by assisting customers with part inquiries, offering product recommendations, and handling sales transactions. This often involves understanding customer needs, identifying appropriate parts, and providing technical advice or support.
- **Parts Sourcing and Research:** Utilizing parts catalogs, databases, and industry knowledge to source and identify the correct components for specific vehicles or repair needs. When parts are not in stock, and the customer requires the parts quickly the parts technician will purchase the parts from approved suppliers and coordinate the shipment of the parts to the store and/or direct to customers and process the paperwork. If the parts can be added to a stock order the parts technician will advise the purchaser and set up the paperwork so that when the parts are received, they can be invoiced and delivered to the customer in a timely manner.



## *Repairs & Services*

- **Order Fulfillment:**

- Creating pick tickets for the warehouse staff to pick and either have the parts delivery driver deliver in a timely manner to local customers or the shipper/receiver to ship the parts to customers outside of the local delivery zone. When the warehouse is overloaded, it is expected that the parts technicians will help pick orders, but they must use good judgement because they can't abandon their parts counter when customers are needing help.
- Pick and prepare orders for the shop and take parts to the bay if warehouse staff are overloaded with customer orders.

- **Inventory:** Assisting the warehouse with cycle counting and annual inventory as well as putting away stock orders when the warehouse is overloaded, and the parts counter is slow is expected.
- **Retail Store:** Keep the retail store clean, facing shelves, and helping the warehouse staff put away products using a plan-o-gram.
- **Weekends:** The Junior Parts Technician is often expected to work on the weekends. Usually a reduced shift of 4 – 6 hours on Saturday.

### **Preferred Qualifications:**

- **Education:** High school diploma or equivalent.
- **Experience:** All relevant experience will be considered. Experience as a parts delivery driver, warehouse staff, or an automotive parts technician will be prioritized over other types of experience. Experience as a heavy-duty parts technician in aftermarket distribution or all makes dealership program is highly desirable.
- **Certifications:** Relevant certifications such as ASE (Automotive Service Excellence) Parts Specialists Certification is desirable.
- **Technical Skills:** Proficient in using parts cataloging, parts lookup software, and cross-references.



## *Repairs & Services*

- **Licenses and Compliance:** Valid driver's license; ability to pass pre-employment and random drug testing, and a pre-employment background check.