**JOB DESCRIPTION**

**PARTS OUTSIDE SALE REPRESENTATIVE**

**JOB TITLE:** Parts Outside Sales Representative

**OBJECTIVE**

Solicits parts business from assigned accounts through personal and phone contacts.

**PRIMARY RESPONSIBILITIES**

* Visits assigned customers.
* Prospects for new customers.
* Communicates parts orders to counter people. Advises whether status is stock or emergency.
* Checks with customers to ensure that the delivery date of non-stock items is acceptable before ordering.
* Reviews any special orders with the Parts Manager and obtains their approval.
* Obtains the Parts Manager's approval for any special pricing.
* Advises counterperson on delivery instructions.
* Follows up on parts orders to ensure that customers have been served properly.
* Coordinates service sales with service salespeople.
* Turns in completed call reports, time sheets, and expense reports.
* Updates customer records to reflect changes to customers' names, addresses, etc.
* Adds new customers to appropriate mailing lists.
* Attends training seminars when possible.
* Acts as a public relations liaison for the dealership.
* Maintains professional appearance.
* Other tasks as assigned.

**ADDITIONAL RESPONSIBILITIES**

[If applicable.]

**SUPERVISORY RESPONSIBILITIES**

[If applicable.]

**QUALIFICATIONS**

An individual must perform each essential duty satisfactorily to perform this job successfully. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and EXPERIENCE**

* Less than high school education; or up to one-month related experience or training; or equivalent combination of education and experience.
* High school diploma or general education degree (GED); one to three months related experience or training; or equivalent combination of education and experience.
* One year certificate from college or technical school; or three to six months related experience or training; or equivalent combination of education and experience.
* Associate degree (A.A.) or equivalent from a two-year college or technical school; or six months to one-year related experience or training; or equivalent combination of education and experience.
* Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience or training; or equivalent combination of education and experience.

**VERBAL SKILLS**

* + Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
  + Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the dealership.

**MATH SKILLS**

* + Ability to add and subtract two-digit numbers and to multiply and divide with 10s and 100s. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
  + Ability to add, subtract, multiply and divide into all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITIES**

* + Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
  + Ability to apply common sense understanding to complete written, oral or diagram instructions. Ability to deal with problems involving several concrete variables in standardized situations.
  + Ability to solve practical problems and deal with concrete variables in situations where only limited standardization exists. Ability to interpret various instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATION and LICENSE**

[If applicable.]

**PHYSICAL REQUIREMENTS**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Job Title:** Parts Outside Sales Representative  
**Department:**  
**Reports To:**  
**FLSA Status:**  
**Prepared By:**  
**Prepared Date:**

**Approved By:**

**Approved Date:**  
**Revised Date:**

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_