



Position:	Parts Specialist
Department:	Parts
Reports To:	Parts Manager
Supervises:	None
Job Group:	Sales Workers
Exempt or Non-Exempt:	Non-Exempt

Job Description:

This individual will perform a variety of customer service, promoting, displaying, and stocking duties related to the parts sales, receiving and delivery 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 other available resources. They will merchandise, invoice and make any necessary entries to the inventory control system based on company guidelines.

At Minnesota Valley Irrigation we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Assist in keeping parts department clean and professional.
- Record all sales (including lost sales) and/or customer transactions using company-provided systems/tools (i.e. PFW) and guidelines.
- Assist in maintaining the retail sales floor and displays to meet or exceed the dealership's standards and ensure customer satisfaction.
- Take a proactive approach to inventory control by assisting and reporting discrepancies.
- Ensure internal and external customers receive the correct parts in a timely manner.
- Receive, ship, and store parts as needed.
- Comply with DOT local, state, and federal guidelines for deliveries.
- Proactively study and stay current on industry and product information.
- Mark and store parts in stockroom according to prearranged system and assist with 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.
- Conduct self in the presence of customers and community so as to present a professional image of MVI.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.

- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- The candidate must have formal parts training and/or relevant industry experience.
- The candidate must demonstrate an understanding of mechanical and technical terminology.
- Knowledge of parts operating systems is preferred.
- Ability to operate forklifts, both standup and sit down, and telehandler equipment.
- The candidate must possess strong computer skills and be proficient in using business-related software applications.
- The candidate must have strong verbal and written communication skills.
- The candidate must demonstrate strong organizational skills and attention to detail.
- The candidate must possess effective interpersonal skills and the ability to build positive working relationships.
- The candidate must have excellent customer service skills and a commitment to providing a positive customer experience.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting		X		
Walking		X		
Standing			X	
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___				X
Is repetitive use of hand required?				X
Simple Grasping			X	
Power Grasping		X		
Fine Manipulation			X	
Pushing/Pulling		X		
Reaching (above shoulder level)			X	

Reaching (below shoulder level)			X	
Lifting:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment			X	