



Position: Parts Support Specialist
Department: Parts
Reports To: Parts Department Manager or Aftermarket Manager
Supervises: None
Job Group: Laborers and Helpers
Exempt or Non-Exempt: Non-Exempt

Job Description:

This individual will perform a variety of customer service, marketing, promoting, advertising, 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 electronic parts catalogs and other available resources. They will merchandise, invoice and make any necessary entries to the inventory control system based on company guidelines.

At RDO Equipment Co., 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 and guidelines.
- Assist in maintaining the retail sales floor and displays to meet or exceed the dealerships standards and ensure customer satisfaction.
- Ensure inventory accuracy by following the company policies on cycle count and taking a proactive approach to report and address discrepancies.
- Ensure internal and external customers receive the correct parts in a timely manner.
- Receive ship and store parts as needed in accordance with DOT local, state and federal guidelines.
- Proactively study and stay current on industry and product information.
- Pick up and deliver parts for customers and vendors as needed.
- 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 RDO Equipment Co.
- 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:

- General understanding of mechanical and technical terms
- Knowledge of parts operating systems preferred
- Computer skills
- Organizational skills
- Interpersonal skills
- Customer service skills
- 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		