



## **Parts Counter Personnel**

**Reports to:** Parts Manager/Store Manager

**Status:** Full Time Position

**Objective:** Provide professional and knowledgeable service to customers who are seeking assistance in the purchase of equipment parts and store merchandise

### **Job Responsibilities:**

- Read catalogs or computer displays in order to determine replacement part stock numbers and prices
- Determine replacement parts required, according to inspections of old parts, customer requests, or customer's description of malfunction
- Advise customers on substitution or modification of parts when identical replacements are not available
- Discuss use and features of various parts and accessories
- Receive and fill telephone orders for parts
- Fill customer orders from stock
- Prepare sales invoices
- Receive payment or obtain credit authorization
- Examine returned parts for defects and exchange defective parts or refund money

### **Job Requirements**

- Understanding of the importance of excellent customer service
- Experience working with construction or tractor parts and components in either a dealership or fleet environment a plus
- Must be personable, enthusiastic and have a sense of urgency
- Computer skills necessary

### **Benefits include:**

- Wages based on experience
- Medical insurance
- 401(k), with matching contribution
- Vacation Time
- On-the-job training

**Lamb & Webster is an equal opportunity employer.**

Apply in Person or Send Resume to:

**Lamb & Webster, Inc.**

**Attn: Tom Lamb**

**601 W Main St, Springville NY 14141**