

MURPHY FARM & LAWN
700 71 HIGHWAY WEST OUTER ROAD
ANDERSON, MO 64831
417-436-3333
www.murphyfarmlawn.com

Parts Sales Representative

Job Function:

Performs a variety of **customer service**, in store, marketing, promoting, advertising and stocking duties related to the receiving, sale and delivery of parts and accessories that contribute to the efficient, safe, and profitable operation of the dealerships parts department. Ongoing responsibility for assisting with the implementation of a marketing and promotion plan, promotional calendar as well as developing parts and service promotions and advertising support campaigns.

Essential Duties:

1. Sells products and/or services to repair the problem and meet the customer's needs.
2. **Maintain customer goodwill by greeting and acknowledge all customers he/she comes in contact with.**
3. Assist in keeping parts department clean and orderly.
4. Record all sales and/or customer transactions that occur.
5. Provide service technicians with parts as required.
6. Assist with Parts Manager in merchandising displays.
7. Maintains the retail sale floor and displays to meet or exceed the dealerships standards and today's customer satisfaction.
8. Controls showroom inventory to ensure maximum sales and customer satisfaction.
9. Performs routine housekeeping tasks that maintain and enhances the cleanliness of products and the retail sales area.
10. When working the parts counter, follows prescribed cash, credit, and check processing procedures of the dealership. Processes cores, warranties, and new return merchandise as required at a point of sale.
11. Attends training as prescribed by management to maintain proficiency in his/her job description.
12. Uses dealership equipment and resources safely and proficiently.
13. Performs other tasks as required by Parts Manger.
14. Keeps himself/herself groomed and clothed per the dealership guidelines.
15. Verify receiving documents.
16. Assist putting up Machine Down and stock orders in a timely manner.
17. Follow up on shortages and expedite by reporting to Parts Manager.
18. Should be knowledgeable in merchandising

Skills & Qualifications:

- Graduation from John Deere Parts program preferred but not required
- Knowledge of John Deere parts operating system preferred but not required
- Ability to speak effectively one on one
- Ability to effectively listen
- Ability to interpret customer needs
- Basic computer skills
- High School Diploma or GED Equivalent
- Good organizational skills