

Summary

The Parts Sales Representative is responsible for parts sales and support to customers, service technicians, and equipment sales teams.

Essential Functions

- Provide consistent, quality service and customer satisfaction in accordance with company policies and procedures
- Receive incoming calls in a professional, friendly and timely manner
- Provide price quotes, record sales and request part transfers
- Proactively communicate with customers regarding problems or delays
- Expedite orders; coordinate with purchasing and shipping departments as necessary
- Fulfill orders as needed
- Continually strive to acquire product knowledge
- Build relationships and rapport with current and potential customers to encourage future sales

Other Responsibilities

- Attend required training and team meetings
- Assist with periodic parts inventory

Qualifications

- Ag retail or co-op experience preferred
- Knowledge of fertilizer application, farm equipment and precision ag technology, or the desire and ability to acquire this knowledge
- Excellent interpersonal skills are required, in addition to the ability to communicate and negotiate with people at all levels
- Able to work independently and balance multiple priorities and demands simultaneously
- Detail oriented to ensure accuracy of parts information and order entry
- Basic computer skills including the ability to use Microsoft Office applications and operate industry-specific software

Physical Factors

- The demand of this position often requires a medium level of physical endurance. Work requires a minimum exertion of 50 lbs. of force occasionally and 10 - 25 lbs. of force frequently to lift and move objects
- Noise level associated with this position is usually moderate but can fluctuate between being occasionally quiet and sometimes very loud
- While performing the requirements of this job, employee is required to sit for extended periods of time. Walking, reaching, bending, stooping, kneeling, crouching are required occasionally
- Feeling, handling and grasping with the hands when handling small parts is required
- Must be able to climb stairs and use a stepladder

Other Considerations

- This position reports to the Ag Division General Manager and works closely with other members of the Ag Parts team, Warehouse Associates; Purchasing and Accounts Receivable; this position has frequent contact with customers and vendors
- Work environment is fast -paced and customer service is the number one priority
- Most often, work is performed in an indoor office/warehouse, however outdoor work is occasionally required
- In general, work occurs during regular business hours, Monday - Friday; however work outside normal hours, including overtime and weekend hours are required during peak seasons and to meet deadlines

- Travel to farm shows is required infrequently

Pay and Benefits

- Starting pay range \$16 - \$23 per hour commensurate with skill and experience
- Benefit package includes: Medical, Dental, Vision, FSA, Life, 401(k), ESOP and Paid Time Off