
Parts Clerk
Peterborough-Region (Ontario)

(File Reference: PC0118)

We are recruiting this full-time position on behalf of our Client, a family-owned and operated marine business that is well established and located in beautiful Bobcaygeon.

KEY ACCOUNTABILITIES:

Reporting to the Parts Manager, the Parts Clerk is responsible for:

- Building and maintaining positive customer relationships through friendly, highly responsive, and professional care in order to strengthen customer loyalty and dealer reputation.
- Meeting, greeting and serving parts walk-in & phone customers.
- Fielding questions, resolving complaints and answering email requests professionally and efficiently providing responsive and welcoming interactions.
- Looking up and picking parts for orders and as per technician's requests.
- Verifying that all parts are added to the order and picked in a timely fashion and warranty tags are created.
- Receiving and stocking parts verifying that all billing is invoiced and that merchandise is received without overage, shortage or damage.
- Ensuring bin locations are accurate and parts are stocked according to bin location.
- Ensuring all parts needed for orders are placed on order efficiently so jobs can be completed as expediently as possible.
- Tracking all high priority parts for orders to ensure technician efficiency and customer satisfaction.
- Looking up and picking parts for over the counter parts sales as required. Verifying that all parts are picked in a timely fashion, placed on special order or invoiced through point of sale.
- Labeling all over the counter parts according to pricing schedule and merchandising/stocking/storing in showroom as required.
- Ensuring that the customer is contacted in a timely fashion, paper work is completed and parts are shelved appropriately awaiting pick-up or shipping.
- Ensuring tills are reconciled at end of day, cash is counted and accounted for, and all applicable documentation is placed with cash in till bags and locked.
- Ensuring parts areas are clean, clear of clutter, well organized and that the parts showroom is well merchandised and appealing.

Education and Qualifications

The ideal candidate will possess:

- Strong customer service skills (follow up, communication, and rapport building).
- The ability to speak with confidence and honesty to customers.
- A post-secondary education in a related field.
- A drive for success and be goal oriented to meet/exceed targets.
- Ability to think outside of the box to resolve challenges.
- Strong teamwork and follow up skills.
- Strong organization skills with the ability to multi-task.
- Strong computer skills (data entry, system navigation, and email)
- Valid Driver's License.

This position requires weekend work including Sundays.

For further consideration, highly qualified Candidates are invited to submit their resume information in confidence, quoting the above file number. We treat your information confidentially (*please identify any organizations with whom you do not wish your information shared*):

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While we appreciate all applications, we can only contact those individuals selected for interview.

We are committed to providing accommodation for persons with disabilities. Accommodation will be provided as part of our hiring process (if accommodation is required, we appreciate Applicants making this request in advance so we can support your needs).