



# WAGNER EQUIPMENT CO.

## Job Description

**JOB TITLE:** Parts Counter Sales  
**DEPARTMENT:** Parts  
**REPORTS TO:** Counter Sales Supervisor, Parts Manager

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Job Code: 187

Full Time  Supervisory  Exempt   
Part Time  Non-Supervisory  Non-exempt

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### POSITION SUMMARY

The Parts Counter Sales person is responsible for the sale of parts to customers in the Parts Counter area, exhibiting strong parts knowledge and customer service skills.

**Direct Reports: None**

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

#### Administrative:

- Receives phone-in and walk-in customers' requests for parts
- Locates parts for customers on various machines, Cat and other brands we service
- Finds parts using automated system
- Maintains good notes, organized desk for easy and quick access to information
- Maintains warranty credits/inspections and Warranty return processes
- Pulls orders
- Processes Customer and Shop order credits and quotes.

#### Organizational:

- Puts proper notes on orders for backorder analysts to process backorders
- Ensures proper shipping instructions are placed on orders
- Works cooperatively with fellow team members to accomplish warehouse/parts goals
- Functions as the liaison to the Service Shops for parts backorders

#### Interpersonal:

- Answers phone calls as a primary responsibility in a prompt and professional manner
- Helps fellow counter personnel find parts information more efficiently
- Assists the supervisor in projects when called upon
- Handles on-call duties, assisting customers after hours

#### Sales:

- Appropriately suggests the purchase of additional items when selling a part
- Provides leads to PSSRs, Service shops, etc.

#### Technical:

- Relays proper parts technical information when necessary.
- Directs customers to the proper service techs, when more information is needed.

**Supervisory: NA**

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## **ESSENTIAL JOB REQUIREMENTS**

**Minimum Education Required:** High School Diploma or GED

**Minimum Experience Required:** One or more years working with parts

**Experience Defined:** Basic (1-3 yrs)      Intermediate (3 – 5 yrs)      Advanced (5+ yrs)

Administrative / Clerical Experience - Basic

Customer Service Experience - Basic

Sales Experience - Basic

Technical or Mechanical - Intermediate  
(Machine Service/Maint)

**Certificates, Licenses and Registrations Required:** None

### **Required Skills and Competencies**

Data Entry

Telephone Skills

Safety Knowledge

Reading / Writing Skills

Reasoning Skills

Organizational Skills

Communication Skills

Math Skills

Product Knowledge

### **ADDITIONAL INFORMATION**

#### **Working Conditions**

Noise

Environment

Quiet

Indoors

Moderate

Outdoors

Loud

Both

**Physical Requirements** (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing

Walking

Talking

Sitting

Use of Hands

Hearing

Weight / Lifting

None

1–25 lbs

26–50 lbs

More than 50 lbs

#### **Travel Requirements:**

None

1-25%

25-50%

50-75%

75-100%

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### **Limitations and Disclaimer**

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this

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position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.