

This is a Full-Time Counter Sales Position in the Parts Department at our Kooy Brothers Equipment Ltd. retail store location at 1919 Wilson Avenue in North York, ON.

To sell lawn, snow and construction equipment parts as well as accessories to both new and existing customers in our showroom and/or over the phone. This enthusiastic personable individual must be eager to handle incoming clients in a quick sales cycle environment and is responsible for providing superior customer service while driving profitable sales within the parts department.

Duties Include:

1. Process parts orders for our customers in person and/or over the phone in a highly courteous, efficient and professional manner.
2. Look up parts on schematic drawings and advise on appropriateness of parts.
3. Learn our product lines and utilize parts catalogues on a daily basis.
4. Retrieve parts from the warehouse parts department.
5. Understand customer needs and requirements and quote parts accordingly.
6. Take special orders and keep customers updated on progress.
7. Answer phone calls and e-mails in a timely fashion and returns phone calls and e-mails promptly.
8. Accurately record parts transactions and customer information in our database.
9. Communicate with customers estimated parts shipping and arrival times as well as parts order status.
10. Maintain regular communication with Parts Manager. Including; notifying the parts manager of out of stock items.
11. Assist shop mechanics with their parts requirements.
12. Participate in annual inventory count.
13. Help maintain cleanliness of the parts department and counter work area.
14. Maintain showroom floor regarding accessory/parts displays and inventory replenishment.
15. Receive parts from couriers.
16. Follow prescribed cash and credit processing procedures.

Job Requirements and Skills:

- Kooy Brothers parts advisors are required to be available Monday - Friday, occasional Saturdays and on a call rotation for after hours and weekends parts support during snow storms.
- Although much of the time will be situated in store, occasional travel to pick up or drop off parts may be required.
- Must be punctual.
- Physical ability to move large, bulky and/or heavy products. (Must be able to lift 50lbs.)
- Physical ability to perform tasks that may require prolonged standing, sitting and other activities necessary to perform job duties.
- Keeps himself/herself groomed and clothed per Kooy Brothers guidelines including wearing company provided uniform.
- Must be totally committed to customer service and satisfaction.
- Must be a team player who possesses a positive attitude.
- Proficient with computer programs/computer savvy
- Must have a valid G Driver's License

Preferred Education and Experience:

- High school diploma
- Minimum 2 years' experience in customer service role

Desired Skills:

- Knowledge of languages in addition to English would be an asset
- Strong Interpersonal skills
- Solid phone presence and experience handling dozens of calls per day
- Industry experience an asset
- Knowledge of equipment and mechanical aptitude an asset
- Good written and verbal skills
- Great memory is an asset

Please ensure to attach your updated resume and cover letter when applying. Only candidates chosen for an interview will be contacted.