

# Parts Sales Associate

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Quality Bus & Truck Parts

16174 149th St SE, Big Lake, MN 55309

Full-Time, M-F, 8:30am-5:00pm

\$16-\$20/Hr. + Quarterly Incentive

## Key Responsibilities:

- Answer incoming phone calls in a courteous and helpful manner and assist customers with all aspects of order processing. This will require the ability to clearly communicate via phone, email, text or face-to-face.
- Assist customers with parts lookup, pricing, availability, research, sourcing and order entry. This requires basic mechanical/parts knowledge and the use of parts lookup software.
- Actively pursue potential/new customers by calling on transportation shops, body shops, and service garages to promote sales growth. Perform weekly/daily activities to promote further business growth.
- Enhance relationships with current and prospective customers utilizing customer relationship management software. Communicate with customers to understand their needs and help solve their problems. Exceed customer expectations with prompt, professional and courteous service.
- Maintain a working knowledge of school bus industry products and company procedures. This will include regular training and promotion of new products.
- Perform other duties as assigned by the Manager which may include research and development, assisting with the design and delivery of marketing flyers, attending trade shows and others.

## Qualifications:

- Must be 18 years of age or older.
- Must have high school education or higher.
- Must communicate well via phone and computer.
- Must be organized, self-motivated, good communicator, and detail oriented.
- Must be a problem solver.
- Parts or mechanical experience are preferred.