



Parts Counter Job Description

Post Date: October 22, 2018

Application Deadline: Until Position is filled

Position Start Date: As soon as possible

Job Data:

Job Title: Parts Counter Sales Specialist
Department: Parts Department, Church's Farm Supplies LTD
Supervisor: Parts Manager
Supervises: N/A

Summary Description:

Performs a variety of customer service, in store, selling, stocking, ordering, duties related to the receiving, sale and delivery of parts and accessories that contribute to the efficient, safe and profitable operation of the dealership's parts department.

Major Duties and Responsibilities:

1. Parts Department

- Sells products and/or services to meet the customer's needs
- Maintain customer goodwill by greeting and acknowledging all customers
- Assist in keeping parts department clean and orderly
- Record all sales and/or customer transactions that occur
- Provide service technicians with parts as required
- Assist with Parts Manager in merchandising displays
- Maintains the retail sale floor and displays to meet or exceed the dealership's standards
- Controls showroom inventory to ensure maximum sales and customer satisfaction
- Performs routine housekeeping tasks that maintain and enhance the cleanliness of products in the retail sales area
- When working the parts counter, follows prescribed cash, and credit processing procedures of the dealership. Processes cores, warranties and new return merchandise as required at a point of sale
- Attends training as prescribed by management to maintain proficiency in his/her job description
- Uses dealership equipment and resources safely and proficiently
- Verifies receiving documents
- Should be knowledgeable in merchandising
- Performs other tasks required by the Parts Manager

2. Customer Service

- Assist in handling customer complaints and concerns and ensure the problem is corrected to the customer and dealership's satisfaction
- Greet customers immediately in a courteous manner
- Treat customers fairly and with honesty, and demonstrate our commitment to superior customer service and ethical business practices

3. Qualifications

- High School Diploma or GED equivalent
- Knowledge of CaseIH, Kubota and/or JCB parts an asset
- Excellent customer service skills, and ability to interpret customer needs
- Good computer skills
- Ability to effectively listen
- Ability to work within a team

4. Physical Demands

- Frequently required to bend, stoop, crouch, reach, handle tools and lift in excess of 50lbs. of material
- Ability to stand for extended periods of time

5. Commitments

- Treat all employees and customers fairly, courteously and with dignity
- Maintain positive relationships with customers, other employees and owners
- Be early, flexible and available for scheduling
- Maintain up to date technical training
- Focus on quality and service
- Demonstrate an interest in growing the parts business

Hours of Work: 42.5 – 44.5 hour per week

Number of Openings: 1 Permanent Full-Time

CONTACT DETAILS:

Please forward resume and cover letter to: resumes@churchsequipment.ca

Contact Name: Michelle Church - Church's Farm Supplies LTD

Location: 3560 7th Line, Innisfil ON, L9S 3M5

NO PHONE CALLS PLEASE! – PLEASE SUBMIT RESUME AND CV VIA E-MAIL ONLY!



Service Technician Job Description

Post Date: October 22, 2018

Application Deadline: Until Position is Filled

Position Start Date: As soon as possible

Job Data:

Job Title: Service Technician
Department: Service Department, Church's Equipment LTD
Supervisor: Service Manager
Supervises: N/A

Summary Description:

We are looking for a skilled, dedicated person to fill the position of Service Technician at Church's Equipment. Service Technicians repair, overhaul and maintain agricultural equipment including tractors, tillage equipment, seeding equipment and harvesting equipment. Service Technicians are also asked to work independently to perform complex diagnostics, service repairs and maintenance work on customer and/or dealer-owned agricultural equipment.

Major Duties and Responsibilities:

1. Service Department

- Diagnose and repair all systems on agricultural equipment such as tractors, combines, sprayers and seeders. This includes all electronic, diesel engine, manual and automated transmission, front and rear suspension, electrical, driveline, HVAC, hitch and cab/interior among others
- Perform preventative maintenance such as fluid and various filter changes, testing of batteries, adjustments to brake system and clutch components and lubricating moving parts of equipment
- Assemble new agricultural equipment
- Service and repair engines, transmissions, hydraulic systems, and the electrical and electronic systems of agricultural equipment
- Reassemble machines and equipment following repair, testing operation and making adjustments as necessary
- Examine and listen to equipment, read inspection reports, and confer with customers to locate and diagnose malfunctions
- Accurately record all work done to communicate to the Service Writer
- Read work orders or descriptions of problems to determine repairs or modifications needed
- Dismantle defective machines for repair, using hand tools
- Test and replace electrical components and wiring
- Replace worn, damaged, or defective mechanical parts
- Clean equipment, parts, or tools to repair or maintain them in good working order

- Move large objects using heavy equipment
- Keep up-to-date with new developments in the agricultural equipment field
- Maintain a clean work area and perform work in a neat and orderly fashion
- Follow all safety rules and regulations in performing work assignments
- Other duties assigned by Service Manager

2. Qualifications

- High School Diploma or GED equivalent
- 2+ years of experience performing service repairs
- Mechanical ability and good eye-hand coordination
- The strength required to lift heavy machine parts
- The ability to read and understand technical information
- The ability to work independently
- Flexibility in working extra hours when required
- Some experience in the agricultural industry
- Math, communication and computer skills
- Thrive & multi-task in a fast paced environment
- A valid driver's license required

3. Physical Demands

- Frequently required to bend, stoop, crouch, reach, handle tools
- May have to travel to farms to make service calls
- Ability to operate vehicles and equipment used for diagnostic purposes

4. Commitments

- Treat all employees and customers fairly, courteously and with dignity
- Maintain positive relationships with customers, other employees and owners
- Be early, flexible and available for scheduling
- Maintain up to date technical training
- Focus on quality and service
- Demonstrate an interest in growing the service department

Hours of Work: 42.5 – 44.5 hour per week

Number of Openings: 1 Full-Time opening

CONTACT DETAILS:

Please forward resume and cover letter to: resumes@churchsequipment.ca

Contact Name: Michelle Church - Church's Farm Supplies LTD

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