

Distributor Corporation of New England

Job Description

Job Title: **Parts Counter Sales Representative**

Department: Westwood, Parts
Location: Westwood, MA

Position Type: Full-time
FLSA Status: Non-Exempt

Supervisor: John Micalizzi
Supervisor Title: Branch Manager

Travel Required: On Occasion

Contacts: Will interface with co-workers, customers (by phone and walk-in) manufactures and vendor representatives.

Role and Responsibilities

This position is primarily responsible to assist the Branch Manager in all aspects of sales and operations of that branch. It is also responsible to protect company assets and interests at all times.

- Assist customers with parts and equipment inquiries by phone and in-person.
- Process orders and follow through with pending orders.
- Assist customers with various product related inquiries.
- Assist customers with warranty claims.
- Assist customers with various sales and marketing promotions.
- Provide accurate assistance in a friendly manner.
- Assist in stocking of shelves in showroom and warehouse.
- Assist customers with the loading & unloading of customer vehicle if necessary, as well assisting freight carriers with outbound orders.
- Maintain general cleanliness of workstation and branch.

Qualifications and Education Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required.

- Education and or/Experience- High School Diploma or equivalent.
- Computer Skills- Basic Skill: Knowledge of Microsoft package Outlook, Word and Excel.

- Language Skills- Excellent communication skills.
- Excellent customer service skills.
- Valid driver's license.
- Forklift Experience.
- Work well with others and take direction when necessary.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual:

- Problem Solving – identifies and resolves problems in a timely manner; gathers and analyzes information skillfully.

Interpersonal:

- Customer Service - Responds promptly to customer needs; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control.
- Oral Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarifications; responds well to questions; communicates with Supervisor.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Organization:

- Cost Consciousness - Contributes to profits and revenue.
- Ethics - Treats people with respect; keeps commitments; works with integrity and ethically; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; support organization's goals and values.
- Strategic Thinking - Develops strategies to achieve organizational goals; analyzes market and competition; identifies external threats and opportunities.

Self Management:

- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; including appropriate people in decision making process; makes timely decisions.
- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles.
- Planning/Organizing - Uses time efficiently; sets goals and objectives.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness.
- Adaptability - Manages competing demands; ability to multitask in fast pace environment.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covers when absent; arrives at meetings and appointments on time.
- Dependability - Follow instructions; responds to management directions; takes responsibility for own actions.; keeps commitments; commits to long hours of work when necessary to reach goals.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; develops innovative approaches and ideas; presents ideas and information in a manner that gets others attention.
- Development - Strong HVAC knowledge encompassing, parts, residential and commercial offering; master DCNE operating system (Trend) to have the ability to quickly enter orders and quote prices; become fluent in HVAC Partners and various vendor electronic portals to service customer base.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk, and use hands and fingers to handle or feel and reach with hands and arms. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch, or crawl.

- The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.