

Parts Department Associate - Truck Equipment

Company Description:

A & K Equipment Co Inc. is a leading supplier of top-quality truck equipment, serving fleets and municipalities across New Jersey. We pride ourselves on delivering superior products and exceptional service to our clients, helping them optimize their operations and enhance their productivity. As part of our commitment to excellence, we are seeking a dedicated Parts Department Associate to join our team and support our sales efforts.

Job Description:

We are looking for a motivated and detail-oriented Parts Department Associate to assist in selling truck equipment to fleets and municipalities. In this role, you will be responsible for providing outstanding customer service, managing inventory, and processing parts orders to ensure timely delivery to our clients. The ideal candidate will have a strong mechanical aptitude, excellent communication skills, and a passion for serving customers in the automotive industry.

Key Responsibilities:

- Assist customers in identifying and selecting the appropriate truck equipment parts to meet their needs, providing expert guidance and product recommendations as needed.
- Process parts orders accurately and efficiently, utilizing our inventory management system to track stock levels, monitor product availability, and coordinate shipments with suppliers.
- Collaborate with the sales team to support sales initiatives, including providing quotes, preparing invoices, and following up on leads to ensure customer satisfaction and retention.
- Maintain a clean and organized parts department, including shelving, displays, and work areas, to enhance the customer shopping experience and promote safety in the workplace.
- Conduct regular inventory counts and reconcile discrepancies to ensure accurate stock levels and minimize loss or damage of parts.
- Assist in receiving and inspecting incoming shipments, verifying contents against packing slips and purchase orders, and reporting any discrepancies or damages to management.
- Provide technical support and troubleshooting assistance to customers and colleagues, addressing questions or concerns related to product specifications, installation procedures, and maintenance requirements.

- Stay informed about new products, industry trends, and manufacturer updates to effectively promote and sell truck equipment parts to fleets and municipalities.

Qualifications:

- High school diploma or equivalent; additional education or training in automotive technology or parts management preferred.
- Previous experience in a parts department or automotive dealership environment, with knowledge of truck equipment parts and accessories highly desirable.
- Strong customer service skills, with the ability to build rapport, communicate effectively, and resolve issues in a professional and courteous manner.
- Detail-oriented and organized, with the ability to multitask, prioritize tasks, and manage time efficiently in a fast-paced work environment.
- Proficiency in computer software applications, including inventory management systems, Microsoft Office Suite, and electronic communication tools.
- Valid driver's license and clean driving record.

Benefits:

- Competitive hourly wage based on experience.
- Comprehensive benefits package, including health insurance, 401k savings plan with company match, and paid time off.
- Opportunities for career growth and advancement within the company.
- Training and development programs to enhance skills and knowledge in the automotive industry.
- Employee discounts on products and services.

If you are passionate about providing exceptional customer service, have a knack for automotive parts, and thrive in a collaborative team environment, we want to hear from you! Please submit your resume and a cover letter outlining your qualifications and why you are the perfect fit for this position. Join us at A & K Equipment Co Inc. and be part of our mission to deliver excellence in truck equipment solutions to fleets and municipalities.