



## KOLBERG-PIONEER, INC.

### Position Description

#### Salaried / Non-Exempt

**POSITION:** **PARTS SALES INSIDE REPRESENTATIVE**

**DEPARTMENT:** **PARTS SALES**

**REPORTS TO:** **PARTS SALES MANAGER – DENNY POWERS**

**UPDATED:** **APRIL 5, 2021**

#### **Basic Function**

Perform all duties associated with parts sales orders, or any duties assigned by Parts Sales Manager.

#### **Primary Duties and Responsibilities**

1. Provide exceptional customer service to internal and external customers.
2. Process all parts sales orders received from dealers and customers. Evaluate orders or inquiries offering advice and do suggestive selling.
3. Check parts numbers and descriptions with parts catalog for accuracy.
4. Receive dealer/customer requests to return goods and warranty considerations. Obtain appropriate controlled forms from accounting and issue to customer, process and credit when complete.
5. Daily filing of Part Sales materials and paperwork.
6. Prepare quotations as requested by distributors or customers.
7. Follow-up on previous correspondence and open quotations.
8. Coordinate with Engineering any changes on equipment when special parts need to be manufactured.
9. Assist Leader with dealer management to include dealer visits, dealer stock levels, training, and dealer selection.
10. Assist Leader in development and execution of marketing strategy for parts sales.
11. Work on parts price book as required.
12. Inform Leader of stock shortages or inventory discrepancies.
13. Ensure compliance with standard operating procedures.
14. Maintain daily/weekly/monthly administration tasks.
15. Participate in cross-department teams and committees as needed.
16. Perform other duties as instructed.

#### **Qualifications and Essential Functions**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to communicate orally and in written form in English and another language (Spanish or Portuguese) is preferred. Ability to interact with people from all countries and cultures.
2. Education/Experience: High school diploma required. An Associate's or Bachelor's degree in business or marketing is strongly desired, or at least two years of business or customer service experience, or a combination of experience and training that provides the required knowledge, skills, and abilities.

(continued)

Position Description for **PARTS SALES INSIDE REPRESENTATIVE**, cont.

3. Personal Characteristics: Ability to work well with others, exercise sound judgment and solve problems, work independently and effectively manage workload, and work well under pressure. This employee must have excellent oral and written communication skills, and be resourceful, well-organized, meticulous, and accurate. Must have excellent interpersonal, communication, and collaboration skills.
4. Skills: Ability to operate general office equipment including telephone, computer, calculator, photocopier, and fax machine. Ability to use word processing, spreadsheet, and database software, Internet software, and E-mail. A working knowledge of Microsoft Office products preferable.
5. Work Environment: While performing the duties of this job, this employee is occasionally exposed to fumes or airborne particles. The noise level in the environment varies from low to moderate.
6. Physical Demands: This employee is regularly required to use hands to finger and handle items. This employee is frequently required to sit. This employee is occasionally required to stand, walk, reach with hands and arms, and climb or balance. This employee is occasionally required to lift up to 10 pounds. The vision requirements include close vision and ability to adjust focus. This employee is occasionally required to travel by air and/or auto for business purposes.

This description is intended as a guide only. The listed duties may be changed at the discretion of the incumbent's supervisor.

**Employer Agreement**

There is no specified term connected with your employment. Employment is at-will and termination by either party is also at-will. An Offer should not be construed as a guarantee of employment for any specific duration. In addition, your duties and/ or compensation may change from time to time based on the needs of Kolberg-Pioneer, Inc. and your skills as determined by Kolberg-Pioneer, Inc.

**Employee's Review of Job Description**

I have reviewed and understand the job details, essential duties, qualifications and physical demands of this position and can perform this job as described.

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Signature

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Printed Name

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Date