

JOB TITLE: Parts & Service Intern
DEPARTMENT: Service/Parts
REPORTS TO: Store Manager
LOCATION: Fruitland, Idaho
PAY: DOE



PURPOSE: The Parts & Service Intern is responsible for delivering excellent customer service through parts and service transactions. This involves answering customers' and technicians' parts and service inquiries, providing needed support in a timely manner, and maintaining professional communication with a focus on superior customer service.

SAFETY:

- Promote the Safety Culture of Agri-Service.
- Advocate and exemplify safety and safe working habits using proper safety equipment not limited to hand, face, and eye protection. (PPE)
- Follows company safety policy and procedures on the jobsite, promotes safe behavior with our customers.
- Maintains a clean work area.
- Proper storage and placement of inventory ensuring no leaning and no overhanging parts.
- Follow proper lifting techniques.
- Handles chemicals in accordance with the Safety Data Sheet (SDS).
- Identifies potential safety concerns within work area and reports them to the supervisor.

ESSENTIAL FUNCTIONS:

- Follow all customer care standards
- Receive shipments, identify parts from shipments, and place parts in proper bin location
- Answer customers' and technicians' parts inquiries via phone and/or in-person
- Order parts from vendors and account for invoices
- Process, track, and complete customers' orders
- Perform daily bin and physical inventory counts
- Adhere to good housekeeping and contamination control standards
- Process parts transfers and returns (with accuracy, care, documenting/communicating exceptions)
- Assist service department manager/foreman in maintaining an efficient department with a high degree of customer satisfaction.
- Open and close all customer paid and internal repair orders including proofreading with a high degree of accuracy.
- Open and assist with all phases of warranty work orders including proofreading with a high degree of accuracy.
- Follow procedures for quick and efficient handling of warranty items, including tagging and proper storage of warrantable materials.
- When necessary, estimate costs and completion times at point of sale and clearly communicate them to the customer.
- Review work in progress to ensure quality and timeliness.
- Become familiar and efficient with all phases of the computer system for the operation of the service department.
- Performs other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES:

- Knowledge and use of Microsoft computer products or other comparable systems required.
- Proven skills in written and verbal communications, leadership and interpersonal relationship building.
- Proven customer service and conflict resolution skills.
- Organized with strong planning, time management and efficiency in work completion.
- Ability to set and manage priorities.
- Strong attention to detail and accuracy.
- Must be a self-starter and able to work without supervision.

EDUCATION AND EXPERIENCE:

- Proof of high school diploma or General Education Degree (GED).
- Must be able to communicate (speak, read, write, and comprehend English).

PHYSICAL CHARACTERISTICS:

- Must be able to lift up to 50 pounds occasionally, 25 pounds frequently and 15 pounds regularly.
- Must be able to accomplish any of the following for long periods of time: sit, walk, stand, climb stairs; reach, lean, twist with product/equipment; push and pull various size parts.
- Must be able to meet all safety requirements for applicable safety policies

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. It is not intended be an exhaustive list of all responsibilities, duties, and skills required of employees in this classification.