

JOB DESCRIPTION
D&L PARTS COMPANY, INC.

Position: Administrative Assistant/Warehouse

Location: Charlotte, NC 02

Department: Charlotte Branch

Status: Part-time

Reports to: Melissa Dove, Branch Manager

SUMMARY: The Administrative Assistant/Warehouse Associate is team player who is responsible for providing effective assistance to D&L customers, Branch Manager and fellow team members.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

1. Answers and routes all incoming calls
2. Loading/unloading trucks, order picking, packing, labeling shipping and receiving.
3. Receiving merchandise, ensuring quantity on orders is correct and verifying inventory records through check in and receiving process.
4. Assist/process all warranty claims and credits.
5. Organize and maintain all operational paperwork.
6. Participating in physical inventories for purpose of verifying stock and identifying losses.
7. Operates within Standard Operating Procedures in accordance with D&L Company Policies and Handbook, including IT policies
8. Other duties and responsibilities as necessary for the business or as requested by Management

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, as well as possess the following:

Ability to handle multiple calls/customers

Effective communicator

Ability to multitask and work under pressure

Quick learner

Works well with others (team player)

Accuracy/Attention to detail

Excellent follow through (with customers & workforce)

Results oriented

Work with limited to no supervision

Dependability/Reliability/Trustworthy

EDUCATION and/or EXPERIENCE: High School Diploma or equivalent. Customer service and multi-line phones experience required. Wholesale/retail sales experience preferred. Stable, solid work history.

SKILLS and ABILITIES: Prior experience and proficiency as receptionist/administrative assistant. Ability to effectively present information and respond to questions from customers, vendors, managers and coworkers. Ability to read and comprehend simple to moderately difficult instructions. Ability to add, subtract, multiply and divide; i.e. calculate change due customers without calculator. Must be able to operate basic office equipment such as calculator, fax machine, copier, etc. Computer/Internet proficiency as well as MS Office.

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. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is required to stand, walk and/or sit at a desk using computer/monitor to perform the essential duties and responsibilities of this job. The employee must be able to assist other team members in lifting equipment, parts and supplies up to 25 pounds.

STANDARD Part-time hours will be a minimum of 20 hours to a maximum of 29 hours per week, during regular business hours at a schedule determined by the Branch Manager and associate

NOTE This position has the potential to become fulltime but will be part time initially.