

D&L PARTS COMPANY

Job Description

Position: Warehouse/Warranty Admin.

Location: Greensboro, NC

Department: Branch 04

Status: Full-Time Non-Exempt

Reports to: Ryan Brookover, Branch Manager

SUMMARY: The Warehouse/Warranty Admin will be a team player who is customer service oriented and works cohesively as a part of the warranty processing team.

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

1. Loading/unloading trucks, order picking, wrapping products, packing, labeling, shipping and receiving
2. Receiving merchandise, ensuring quantity on orders is correct and verifying inventory records through check in and receiving process
3. Processes counter, internet, and telephone sales orders via D&L's Mainframe as required to meet/exceed sales, margins and profitability quota, up selling and cross-selling to customers
4. Proofreading sales orders/purchase orders against reports to reduce errors.
5. Processing all warranty claims from various vendors including but not limited to: Trane Whirlpool, GE, and Frigidaire.
6. Entering data of sales orders into the D&L company system or other vendor sites.
7. Filing all claims in an orderly and timely fashion.
8. Informs customers of product availability, unit prices, delivery date, anticipated delays and any additional information needed by the customer
9. Researches and resolves customer complaints to ensure customer satisfaction and retention
10. Responsible for cleanliness and organization of work areas
11. Participating in physical inventories for purpose of verifying stock and identifying losses
12. Operate within Standard Operating Procedures in accordance with D&L Company Policies and Handbook, including IT policies
13. 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:

Effective communicator

Ability to multitask and work well under pressure

Works well with others (team player)

Excellent follow through (with customers & workforce)

Reliability/Dependability/Trustworthy

Ability to lift 100-150 pounds

Attention to detail

Quick learner

Accuracy

Results oriented

Work well with limited supervision

Periodic mandatory overtime

EDUCATION and/or EXPERIENCE: High School Diploma or equivalent. Knowledge of appliance parts and HVAC parts a plus. Stable, solid work history.

SKILLS and ABILITIES: Adherence to safety procedures. Ability to read/listen to and comprehend simple- moderately difficult instructions, as well as understand complex, multi-step written or oral instructions. Ability to add, subtract, multiply and divide. Must be able to operate basic office and warehouse equipment such as scanner, computer, printer, calculator, fax machine, copier, etc. Computer/Internet proficiency.

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, climb warehouse ladders, carry, stoop, push/pull, and/or kneel. The employee is required to stand or walk in order to perform 95% of the essential duties and responsibilities of this job. The employee must be able to assist other team members in lifting parts, equipment, and/or appliances over 100-150 pounds.

For more information or to apply, please send resume to Human Resources at HR@dlpartsco.com