

D&L PARTS COMPANY
Job Posting

Position: HVAC/Appliance Sales and Customer Service Rep.

Location: Raleigh-Trane - 06

Department: Sales & Customer Service

Status: Full-Time Non-Exempt

Reports to: 06, Branch Manager

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

1. Researches viable solutions and informs customers of product availability, unit prices, delivery dates, anticipated delays and any additional information needed for customer inquiries/sales
2. Provides customer service as required to counter, internet and telephone customers
3. Processes orders and inquiries as required to meet/exceed sales, margins and profitability quota, up selling and cross-selling to customers
4. Handles and processes warranty claims, paperwork, associated computer data entry, customer complaints and problems effectively and timely
5. Answers incoming calls and assists customers
6. Maintains, monitors and restocks merchandise
7. Researches and resolves customer complaints to ensure customer satisfaction and retention
8. Responsible for cleanliness and organization of workspace and Branch
9. Makes outbound calls to increase revenue and customer base for Appliance as well as HVAC systems and parts
10. Attends and participates in educational and training events as well as trade shows
11. Process and handle warranty claims as requested
12. Participates in physical inventories for purpose of verifying stock and identifying losses
13. Operates within Standard Operating Procedures in accordance with D&L Company Policies and Handbook, including IT policies
14. 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:

Excellent communication skills

Attention to detail/Accuracy

Ability to multitask and work under pressure

Quick learner

Works well with others (team player)

Reliability/Dependability

Excellent follow through (with customers & workforce)

Results oriented

Self-motivated, works well with limited supervision

Periodic mandatory overtime

Note: Reliable transportation is a must & you may be requested to submit to an MVR request and meet the expectations established by D&L's insurance company in order to drive D&L Parts vehicles.

EDUCATION and/or EXPERIENCE: High School Diploma or equivalent. Minimum 1 years' experience in HVAC/Appliance sales and customer service, and current working knowledge of HVAC systems and parts. Wholesale/retail sales experience preferred. Stable, solid work history.

SKILLS and ABILITIES: 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.

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 employees in lifting parts, equipment and/or appliances over 100 pounds.

STANDARD HOURS: 40 per week, during regular business hours on a schedule set by Branch Manager between the business hours of 7:30 a.m. to 5:00 p.m. Mon-Fri with occasional time after 5:00 p.m.