

## Job Description

Job Title: Parts Sales & Service Representative  
Department: Heavy Equipment  
Location: Kansas City  
Reports to: General Manager  
Prepared by: Human Resources

### SUMMARY:

This position will sell heavy equipment parts and service agreements in accordance with established profit and customer satisfaction objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Meet or exceed objectives for parts sales and service agreements established by CTE, LLC.

Communicate with and provide service to all walk-in and call-in customers on assigned basis.

Actively solicits new parts and service customers.

Use all reasonable methods of prospecting for new parts and service customers on a daily basis primarily via sales calls to individuals and businesses within geographically specific area assigned.

Follows up with and provides ongoing service to existing customers.

Writes complete sales orders and processes paperwork in accordance with established CTE, LLC policies.

Prepares purchaser statements.

Attends sales and training meetings.

Prepares and turns in to the General Manager outside sales call reports, listings who was called, what was quoted.

Continually studies heavy equipment parts specifications to improve knowledge of product performance and applications.

Participates in all available training programs.

Works with all departments in harmony.

Coordinates the completion of service work within prescribed cost and time limits.

Must have a working knowledge and understanding of the Company's safety requirements for this position.

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

**EDUCATION and/or EXPERIENCE** High school diploma or the equivalent. Two years of heavy equipment sales or service experience. Professional personal appearance. Computer knowledge required.

**COMMUNICATIONS SKILLS** Must be able to represent CTE, LLC in a professional manner. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and comprehend instructions, correspondence, and E-mails. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Ability to speak effectively before groups of customers, clients or employees. Ability to read and write information given in classes and training seminars and apply that knowledge in every day working environment.

**MATHEMATICAL SKILLS** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentage and to draw and interpret bar graphs.

**REASONING ABILITY** Must be able to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Class A Commercial Driver License (CDL)

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment for this position is varied due to the large differences in our work sites. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, and outside weather conditions. The noise level in the work environment is usually moderate.

Maintaining a safe work environment is a top priority for the organization. Therefore, employees are always expected to follow the Company's safety rules and safety policies.

This individual works both indoors and out, moving about the facility and lot to communicate with the General Manager, other employees, and customers. Some weekend and evening hours will be required.