

## PARTS PERSON - IMMEDIATE OPENING

Western Star Trucks (North) Ltd. (WSN) has been family owned and operated since 1987. We are a leading supplier of specialty trucks for the oilfield, mining, construction and logging industries. Western Star recognizes the importance of keeping their customer's trucks working and operating efficiently. Our goal is to decrease downtime and minimize costs without compromising quality workmanship.

WSN believes in hiring and retaining the best people by offering a positive open work environment, Paid Industry Training, Competitive Compensation, and Full Benefits including RRSP Matching.

We are currently experiencing company-wide growth and we need the right people to help facilitate this growth. If you are dedicated and passionate about your career and want to be a part of making Western Star Trucks (North) Ltd. the best in the industry please send us your resume. Seasoned Parts Apprentices and Parts Journeymen are welcome to apply.

### SUMMARY

Under the direction of the Parts Operations Manager, the Parts Person assists external and internal customers both in person and on the telephone. The incumbent must be experienced in advising and selecting the correct part(s) required while dealing with all customers honestly and with integrity. As the front line face of the company this position requires exceptional customer service skills and a proven track record of building and maintaining long term relationships to increase customer loyalty and sales. Strong time management skills including the ability to work within a busy customer focused environment while maintaining an organized and clean station is essential.

### DUTIES AND RESPONSIBILITIES:

- Effective and efficient use of internal databases, internet based systems, and product catalogues.
- Exceptional Customer Service skills through creating a positive customer experience for all customers both in person and on the telephone.
- Highly knowledgeable about part requirements and ensures that the customer is exposed to the full product line.
- Communicates with and supports other dealership personnel and departments
- Notifies the shop supervisor and the customers when special ordered parts have been received
- Pulls and fills orders for internal and external customers.
- Advises on substitution or modification of parts when identical replacements are not available.
- Inventory Management.
- Deals with returned parts and exchanges or refunds customers for defective parts.
- Participates in all training programs that are made available.
- Other duties as required.

### QUALIFICATIONS

- Seasoned Apprentice or Journeyman Parts Person Certificate.
- Western Star and Freightliner experience will be considered an asset.
- Minimum 3 year as a Parts Person working within the Heavy Duty Truck industry.
- Working with a fabrication and/or manufacturing environment as a parts person would be considered an asset.
- Proven leadership and decision making skills required.
- Ability to work without direct supervision.
- Must be able to work in a high pressure environment safely.
- Strong communication skills with the ability to read, analyze, and interpret business periodicals, professional journals, technical procedures, and company policies and procedures.
- Ability to effectively present information and respond to questions from co-workers, managers, customers and the general public.
- Effective problem solving skills through the use of data collection to establish facts and draw conclusions.

We thank all applicants for their interest in this position, however, only those selected for an interview will be contacted.