



Job Description and Task Analysis

Title: Parts & Service Coordinator

Location: Bradford

Functional work areas: Parts & Service Departments

Hours: 40 hours per week with rotating Saturdays and overtime as necessary

Reports to: Parts & Service Managers

Currie Truck Centre requires a **Parts & Service Coordinator** at our Bradford location. The successful applicant will have strong written and verbal communication skills and be highly detail oriented and computer literate. Preference will be given to individuals with experience in a dealership service environment. A valid driver's license is required.

Principal Duties and Responsibilities:

Customer Service:

- Greet incoming customers and direct them to appropriate personnel as necessary
- Answer incoming calls along with other Parts & Service staff and direct the caller to the appropriate personnel as necessary
- Collect payment for parts and service invoices and amounts received on account
- Contact customers to book appointments or arrange for the pickup or delivery of parts as required

Service Duties:

- Create & maintain the service scheduling calendar
- Open repair orders when units are booked in, including input of all required information related to the unit & required repairs
- Type/copy technician repair procedures into repair orders and return to the Service Manager for review
- Close repair orders upon review and finalize the documentation process
- Track & verify disposition of all warranty cores
- Arrange for sublet services as necessary

Parts Duties:

- Assist with incoming shipments by verifying to applicable records such as invoices, packing slips and P.O.'s for accuracy/completeness
- Assist with preparing outgoing shipments by picking & packaging parts and creating shipping labels
- Create invoices for parts purchases, including credits for returned parts and/or cores and parts warranty credits as required



- Post parts into inventory from packing slips and report any shortages/overages to the Parts Manager
- Submit PAR's/credit requests to OEM's as necessary
- Create monthly rebate requests to OEM's as necessary
- Organize, schedule and participate in regular cycle counts of inventory and submit counts to the Parts Manager for review prior to posting adjustments

Administrative Duties:

- Perform the end of day procedures to close all credit/debit card transactions and post as applicable.
- Co-ordinate the movement of all inter-branch mail, both incoming and outgoing for the efficient movement of documentation
- Verify and communicate the status of all training assigned to staff within the Bradford branch with the Health & Safety coordinator, to confirm completion
- Other duties as assigned
- Procurement of supplies for the location as needed