

Job description: Parts & Service Advisor

We are seeking a dedicated and customer-focused **Parts & Service Advisor** to join our Cadman Crew!

The ideal candidate will have a strong passion for people, interacting with our customers in a positive and forward-thinking manner at all times. You will be responsible for managing parts inventory, assisting customers with their agriculture equipment needs and supporting the service and production department to ensure efficient operations. This role offers an excellent opportunity for individuals with a passion for customer service and farming equipment repair & sales, combined with strong organizational and communication skills.

Responsibilities

- Assist our customers in selecting and purchasing parts, providing helpful advice on farm equipment maintenance and repair needs
- Manage inventory control, including stocking, order fulfillment, and tracking parts
- Maintain accurate records of sales transactions, handle cash and credit card payments, and perform cashiering duties with professionalism
- Collaborate with the service department to ensure timely availability of parts for repairs and maintenance
- Conduct inventory management tasks such as stock replenishment, cycle counts, and reporting discrepancies
- Utilize diagnostics knowledge to recommend suitable parts and solutions for customer equipment
- Engage in upselling and cross-selling of parts and accessories to maximize sales opportunities
- Maintain excellent phone etiquette when communicating with customers and vendors
- Support marketing efforts by promoting available products and services to customers
- Ensure cleanliness and organization of the parts department area

Qualifications

- Proven experience in retail sales, farming and/or automotive service, or dealership environments is preferred
- Strong knowledge of diagnostics, mechanically inclined, machine maintenance and repair and service processes

- Proficiency in inventory management systems such as ABAS or similar platforms
- Experience with POS systems, cashiering, inventory control, and retail math
- Excellent communication skills
- Familiarity with Microsoft Excel for data analysis and reporting purposes
- Strong organizational skills with attention to detail in stock management and order fulfillment
- Ability to negotiate effectively with customers and vendors to achieve positive outcomes
- Knowledge of marketing strategies related to retail sales of parts is advantageous
- Previous dealership experience is highly desirable, but not mandatory
- Ability to work well under pressure while maintaining excellent customer service standards

This position offers a dynamic work environment where your expertise in exceptional customer service skills will contribute significantly to our team's success!

Cadman Power Equipment welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest; however, only those chosen for an interview will be contacted.

Email your cv to: hr@cadmanpower.com to apply