

# Parts & Service Advisor

## ***Come Work with Us!***

For more than 70 years, Cadman Power Equipment has been offering irrigation systems solutions globally. An international leader in exporting agricultural & industrial machinery, we manufacture/offer more than 130 products from our primary facility located in Courtland, Ontario; in the heart of Norfolk County!

Central to many cities, including Aylmer, Delhi, Ingersoll, London, Simcoe, Tillsonburg and Woodstock; the Cadman name and reputation across our industry is well-known and respected, built on trust and reliability for more than 7 decades. We proudly showcase the great work our amazing employees manufacture in 21 countries worldwide.

## **Cadman Power Equipment - STRENGTH. SIMPLICITY. DEPENDABILITY.**

Are you looking to work for a reliable and reputable company with an ability to grow in your role, learn new things, offers competitive wages & benefits, and work with colleagues and leadership that you can trust? Do you want a job that you can feel proud of and accomplished at the end of the day? *You will find that here at Cadman Power Equipment!*

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 being the face of the company by personally manning the desk at our Parts & Service Counter - managing parts inventory, assisting customers with their agriculture equipment needs and supporting the Service and Production departments 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

### ***Key Skills and Qualifications:***

- Proven experience in retail sales, farming and/or automotive service, or dealership environments is preferred
- Physical ability to push, pull and lift heavy parts and equipment up to 50lbs
- 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

*Cadman Power Equipment welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please let us know if you require accommodation.*

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

Job Types: Full-time, Permanent

**Benefits:**

- Casual dress
- Company events
- Dental care
- Disability insurance
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- RRSP match
- Vision care

**Experience:**

- Direct sales: 1 year (required)

**Work Location:** In person

Email you cv to: [hr@cadmanpower.com](mailto:hr@cadmanpower.com) to apply