

## **Audi Parts Consultant**

**Summary:** The Audi Parts Consultant is responsible for assisting mechanics and customers in purchasing needed parts and supplies. The Parts Consultant will distribute and bill out part sales and is also responsible for maintaining and updating inventory. The Parts Consultant reports directly to the Parts Manager.

### **Essential duties and responsibilities**

- Provide excellent customer service by listening to customer and technician inquiries and requests, asking questions to ensure understanding of needs, and supplying parts in a timely manner.
- Assist phone-in or walk-in customers in selecting required parts, suggest companion requirements, offer specials, and ensure that the customer is exposed to the full product line.
- Utilizing several parts catalogs & websites simultaneously to find details, price & availability of parts.
- If the part is not in stock, determine availability, schedule pick up or process & submit an order.
- Communicate with technicians and service write up staff to ensure vehicles are completed in a timely manner.
- Processes daily inventory, receiving, stocking and shipping.
- Maintains clean and professional appearance of the service counter, work area and parts department.
- Assists Parts Manager with maintaining proper inventory levels to ensure needed parts are on hand.
- Maintaining the special order parts inventory in a clean and orderly manner
- Maintains the warranty return parts inventory in a clean and organized manner.
- Utilizes Audi's continuous learning and certification programs to gain superior product knowledge and thorough understanding of vehicle components
- Occasional delivery of parts to local wholesale clients.
- Complies with dealership policies and procedures
- Observes all Federal, State, Local and dealership safety rules and shipping regulations in the performance of duties.
- Other duties as assigned.

### **Audi Parts Consultant Personal Qualities:**

- Has a general understanding of automotive systems.
- Excellent computer and communication skills in person and on the phone and must be willing to initiate calls to customers to give and receive information.
- Ability to effectively communicate with all other departments in the dealership.
- Is able to work independently, managing their time and work flow.
- Professional appearance and work ethic

- Forward thinking. Example: anticipates seasonal requirements for parts that arise and also those that are a result of recalls or specials in the Service Department.
- A general knowledge of Audi is preferred
- Possess a valid in-state driver's license with an acceptable safe driving record

**Supervisory Responsibilities:**

This job has no direct supervisory responsibilities.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The duties and responsibilities listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with medical conditions to perform the essential functions.