

Overview

Parts Counter Sales Representative

Swan Associates Inc. is currently looking for an HVAC Counter Sales Representative to help support our growing customer base. We are looking for a positive, customer-oriented person with HVAC parts experience. You will also be responsible for parts identification, order management, inventory selection and pricing, and receiving and stocking inventory. The ideal Parts Counter Sales Representative will have 2 years of HVAC parts experience and a willingness to learn.

Essential duties and responsibilities:

- Handle incoming customer requests for bids and product information
- Process customer orders in a timely and efficient manner
- Use computer database to research availability of merchandise.
- Provide support to the sales organization, including monitoring shipping, deliver and return status, as required.
- Effectively handle customer service issues
- Assist with shipping and receiving material
- Process warranty claims
- Other duties as assigned

Skills:

- HVAC background is preferred.
- Strong communication skills (verbal and written).
- Excellent customer service skills and motivated to deliver outstanding results.
- Good computer skills and common computer literacy.
- Ability to multi-task.
- High level of personal accountability; sense of urgency and self-initiative is a must.
- Highly motivated self-starter, able to work with minimal direction required from management.
- Professional phone etiquette.
- Be able to conduct themselves in a professional manner at all times
- Solid critical thinking, problem-solving and planning skills.
- The desire to solve problems to the benefit of both the customer and the Company

Education and/or Experience:

College degree preferred but not required. The qualified candidate must be a high-energy, self-starter with a strong work ethic. This individual will need to be motivated by a competitive industry and be results, detail and team oriented. The ideal candidate will also need to have the ability to work in a fast-paced environment and must possess excellent organizational skills.

Job Type: Full Time (Monday – Friday 8:00am – 4:30pm)

Pay: Salary based on experience (negotiable)

Benefits: Health and Dental Insurance – 401K with company match – annual bonus bases on profitability