



Example of Automotive Parts Job Description

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Our innovative and growing company is looking for an automotive parts. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for automotive parts

- Locate parts for At Risk cases using Part Locator tool, dealer network, PS&L (SME's), upstream engineering and manufacturing
- Support CX Specialists with Call and Email support
- Verify all pertinent parts escalations information for accuracy
- Greets customer/technician, demonstrates product knowledge, and quickly understands customer/technicians
- Maintains customer satisfaction by serving customer, securing right part, and resolving issues
- Provide auto parts answers and solutions for our IBS location in person at the counter/over the phone
- Use your parts knowledge to assist other NAPA team members to answer questions for customers
- Providing outstanding customer care and interactions with everyone who comes into our NAPA IBS location
- Bring customer focus and high energy to our fast-paced environment
- Use technology (computer), telephone, and paper catalog system

Qualifications for automotive parts

- 2-5 years of sales experience is desired
- Exposure to SAP, EDM and Parts Database Programs, a plus
- Must be proficient in Microsoft Excel and AS400, with basic knowledge of Word, and PowerPoint computer programs
- Should have good business writing and communication skills

