



# Customer Service and Parts Representative

## **Reports To**

Store Manager

## **Job Summary**

The Customer Service and Parts Representative, under the direction of the Store Manager, will primarily be responsible to support customer base by resolving questions, concerns, and technical issues, as well as handling customer inquiries and complaints. The Customer Service and Parts Representative must have a high school diploma, GED, or equivalent and three years of customer service experience.

## **Competencies**

- Client/Customer Focus
- Communication
- Problem Solving
- Time Management

## **Job Duties**

- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner
- Address and resolve customer inquiries regarding the status of orders and any payment, and refund errors in a timely manner
- Respond to customer service calls in a courteous and professional manner
- Handle customer complaints as they arise, escalating to the appropriate individual as deemed necessary
- Maintain a high level of customer service
- Troubleshoot technical problems related to products and services
- Maintain a high level of product and service knowledge
- Take orders from clients and prepare products for purchase

## **Job Requirements**

- High school diploma, GED, or equivalent
- Three years of customer service experience
- Ability to quickly pick up new product and service knowledge, and communicate that knowledge effectively to customers
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Ability to work individually as well as part of a team
- Ability to adapt to new technology

## **Work Conditions**

- Extended periods of standing, and other physically demanding conditions
- Flexible hours including nights, weekends, and holidays
- Interaction with customers/clients, and the public at large
- Occasional overtime
- Operation of desktop computer and peripherals

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## **Job Posting**

Kent Farm Supplies Limited is looking to fill the position of Customer Service and Parts Representative, who, under the direction of the Store Manager, will primarily be responsible to support customer base by resolving questions, concerns, and technical issues, as well as handling customer inquiries.

The Customer Service and Parts Representative must possess the following:

- high school diploma, GED, or equivalent
- three years of customer service experience
- ability to analyse and interpret the needs of clients and offer the appropriate options, solutions, and resolutions required
- knowledge of agricultural/industrial machinery and parts
- clean driving abstract

Kent Farm Supplies Limited offers competitive compensation and career advancement opportunities.

Qualified applicants should fill out application form and attach resume on the careers page at [www.kentfarm.com](http://www.kentfarm.com).