



Augusta Cooperative Farm Bureau, Inc.

Job Title:	Small Engine Shop Sales Associate	Job Status:	Full Time			
Department/Group:	Staunton Store	Reports To:	Store Manager			
FLSA Status:	Non-Exempt	Travel Required:	None			
Job Category:		Positions Supervised:	None			
Work Schedule:	Monday - Friday 8-5 or 9-5; works every other Saturday, 8-1 with a day off during that week; overtime may be required.					
Job Summary:						
Sell spare and replacement parts and equipment in small engine shop.						
Job Description						
TO PERFORM THIS JOB SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM, WITH OR WITHOUT REASONABLE ACCOMMODATION, EACH ESSENTIAL FUNCTION SATISFACTORILY. REASONABLE ACCOMMODATIONS MAY BE MADE TO HELP ENABLE QUALIFIED INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS. ESSENTIAL FUNCTIONS • Assist customers in the store and on the telephone. • Process merchandise sells, returns, and exchanges through point-of-sale station and receive payment or obtain credit authorization. • Assist customer in registering equipment for manufacture warranty. • Determine replacement parts required, according to inspections of old parts, customer requests, or customers' descriptions of malfunctions. • Read catalogs, microfiche viewers, or computer displays in order to determine replacement part stock numbers and prices. • Receive and fill telephone orders for parts. • Fill customer orders from stock. • Write detailed repair orders for mechanics. • Prepare sales slips or sales contracts. • Submit orders, credits, and warranty claims. • Schedule pick-up and delivery of customer equipment. • Take inventory of stock. • Advise customers on substitution or modification of parts when identical replacements are not available. • Examine returned parts for defects and exchange defective parts or refund money. • Upon receiving inventory orders, update cost and retail cost in Merchant, mark and store parts in parts room according to prearranged systems. Know and understand the parts room system. • Discuss use and features of various parts, based on knowledge of machines or equipment. • Demonstrate equipment to customers and explain functioning of equipment. • Assemble and place new merchandise on display, such as lawnmowers, weed eaters, etc. • Measure parts, using precision measuring instruments, in order to determine whether similar parts may be machined to required sizes. • Repair parts or equipment. • Any other duties as assigned by management.						

POSITION QUALIFICATIONS

Competency Statement(s)

- Accuracy - Ability to perform work accurately and thoroughly.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Sales Ability - Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.

PREFERRED SKILLS

- Basic computer skills and ability to learn software used to fulfill job requirements
- Must be able to speak and comprehend English

ADDITIONAL NOTES

This job description reflects management's assignment of essential and central functions of this job; it does not restrict management's rights to assign or reassign duties and responsibilities to this job at any time; changes to this job description should be expected to meet the changing needs of the business and its customers.

Physical Demands:

This job involves constant sitting, standing, and speaking with occasionally reaching outward and above the shoulder to grasp. The job also has frequent manual manipulation including typing and demonstrating equipment.

Work Environment:

Small engine shop, heated, no a/c.

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated:	11/16/2023	Reviewed:	11/16/2023