



Job title: Field Representative
Department: Parts Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Contacts regular customers, personally or by telephone, to solicit them to buy parts. Sells parts and accessories to a wholesale clientele and acts proactively to solicit wholesale customers.

The **MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

Tasks related to major accounts

- Visits regular customers.
- Prospects for new customers.
- Forwards orders for parts to the parts clerks (counter). Notifies them whether the parts are in stock or whether this is an urgent order.
- Checks with customers to ensure that the delivery dates for unstocked items suit them, before placing the order.
- Reviews all special orders with the parts manager and obtains his/her approval.
- Obtains the approval of the parts manager for any preferential prices.
- Notifies the parts clerk (counter) of the delivery instructions.
- Follows up on parts orders, to ensure that the customers have been properly served.
- Coordinates the sale of services with representatives of the after-sales department.
- Hands in the duly completed reports on visits to customers, time sheets and expense accounts.
- Updates customer files to ensure that note is taken of any name or address changes, etc.
- Adds the names of new customers to the appropriate mailing lists.
- Acts as public relations agent for the dealer.

Tasks related to wholesale parts

- Helps wholesale customers choose the necessary parts or accessories in a friendly, professional and efficient manner.
- Locates or orders parts, as necessary.
- Completes the invoices for parts to be delivered to wholesale customers.
- Retains and solicits a wholesale clientele by personal or telephone contacts.
- Keeps the parts manager informed about the state of the accounts.

Miscellaneous tasks

- Maintains a professional appearance.
- Performs other duties, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.

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