



Back Counter Parts Specialist – Heavy Duty

Join a Growing Team with Unlimited Opportunity

Advantage Fleet is a rapidly growing heavy-duty truck repair, fleet maintenance, towing, upfitting, specialty vehicle, and parts company serving customers throughout Michigan. As our business continues to expand, we are looking to add a motivated and organized **Heavy Duty Back Counter Parts Specialist** to our team.

This position plays an important role in keeping our technicians productive by making sure the correct parts are located, distributed, documented, and charged to the proper repair orders. The Back Counter Parts Specialist works closely with technicians, service advisors, vendors, and the Parts Manager to keep repair jobs moving efficiently.

If you are organized, detail-oriented, enjoy working in a fast-paced environment, and have an interest in heavy-duty trucks and parts, we want to hear from you.

What You'll Do

Technician Parts Support

- Assist heavy-duty technicians with identifying and locating parts required for repairs
- Pull and distribute parts to technicians as needed
- Work directly with technicians and service advisors to determine parts requirements
- Research parts using catalogs, vendor systems, manufacturer information, and company software
- Verify the correct parts are being supplied before distributing them
- Communicate parts availability, backorders, substitutions, and estimated arrival times
- Assist technicians with locating specialty or hard-to-find components
- Help keep technicians productive by responding to parts requests efficiently

Repair Order Accuracy

- Ensure every part distributed to a technician is properly assigned to the correct repair order
- Enter parts accurately into company repair-management software
- Verify part numbers, quantities, costs, and descriptions before posting items
- Assist service advisors with reviewing parts charges on customer repair orders
- Identify parts that have been issued but not yet billed
- Help prevent missed parts, incorrect charges, and unbilled inventory
- Verify returned or unused parts are properly credited back to the appropriate repair order
- Maintain accurate documentation of internal parts requests and transactions

Accurate parts billing is a critical responsibility of this position. Every part leaving inventory must be properly accounted for.

Inventory Management

- Maintain and organize stock inventory for the heavy-duty service department
- Monitor commonly used parts and identify inventory shortages



- Communicate low inventory levels to the Parts Manager
- Coordinate inventory transfers when stock levels require replenishment
- Receive, organize, label, and properly store incoming inventory
- Maintain accurate part locations throughout the parts department
- Assist with cycle counts and physical inventory when required
- Identify obsolete, damaged, incorrect, or excess inventory
- Return unused stock to its proper location
- Maintain clean and organized shelving, counters, storage areas, and parts rooms
- Help ensure inventory remains accurate and easily accessible

Parts Receiving and Distribution

- Receive incoming parts and verify shipments against purchase orders and packing slips
- Inspect incoming parts for damage, accuracy, and correct quantities
- Properly identify and distribute special-order parts
- Coordinate parts pickups and deliveries with the Parts Manager
- Prepare parts for technicians, customers, other departments, or outside vendors
- Coordinate internal inventory transfers between Advantage Fleet departments when necessary
- Maintain organization of incoming and outgoing parts
- Communicate shipment discrepancies or damaged parts promptly

Vendor and Department Coordination

- Maintain professional relationships with parts suppliers and vendors
- Communicate with vendors regarding availability, pricing, delivery timelines, and backorders
- Coordinate with the Parts Manager regarding purchasing and inventory needs
- Work closely with service advisors regarding active repair orders and parts requirements
- Communicate with technicians regarding parts availability and expected delivery
- Assist other Advantage Fleet departments with parts needs when required
- Make local parts pickups or deliveries when necessary

Customer Service

Although this position primarily supports technicians and internal operations, employees may also assist customers when necessary.

Responsibilities may include:

- Professionally assisting customers with parts questions
- Researching requested components
- Communicating availability and estimated delivery timelines
- Maintaining a professional and positive attitude
- Helping build strong relationships with customers, vendors, and coworkers
- Representing Advantage Fleet professionally during pickups, deliveries, and vendor interactions

What We're Looking For

- Must be 18 years of age or older



- High school diploma or GED equivalent preferred
- Valid driver's license with an acceptable driving record required
- CDL is a plus but not required
- Previous heavy-duty truck parts, automotive parts, warehouse, inventory, or related experience preferred
- Knowledge of heavy-duty truck and trailer components preferred
- Strong attention to detail and commitment to accuracy
- Ability to identify and research parts using multiple resources
- Strong organizational and time management skills
- Ability to work efficiently in a fast-paced environment
- Strong written and verbal communication skills
- Ability to communicate professionally with technicians, service advisors, vendors, and customers
- Basic mathematics skills
- Strong computer competency and willingness to learn company software
- Ability to accurately enter part numbers, quantities, costs, and repair order information
- Ability to prioritize multiple requests without negatively affecting accuracy
- Self-motivated and capable of working independently
- Ability to determine priorities without constant supervision
- Willingness to take initiative and complete necessary tasks
- Strong problem-solving skills
- Positive attitude and willingness to work as part of a team
- Commitment to following company policies and maintaining a safe work environment
- Compliance with Advantage Fleet's drug-free workplace policies

Physical Requirements

This position requires the ability to:

- Regularly stand, walk, sit, bend, stoop, crouch, and reach
- Move throughout the parts department and service shop throughout the workday
- Use ladders or step stools when accessing inventory
- Frequently lift and carry parts weighing up to 50 pounds
- Occasionally handle items weighing up to 100 pounds with appropriate assistance or equipment
- Push and pull carts, parts, and equipment
- Load and unload parts from company or vendor vehicles
- Work around heavy-duty trucks, trailers, forklifts, and active service operations

What Success Looks Like

A successful Heavy Duty Back Counter Parts Specialist understands that technicians cannot remain productive if they are waiting for parts.

Success in this position means providing technicians with the correct parts quickly, maintaining accurate inventory, ensuring every part is properly billed to the correct repair order, and keeping the parts department clean and organized.



Accuracy is equally as important as speed. Incorrect parts, missed billing, poor inventory control, and misplaced stock directly affect technician productivity, customer turnaround times, and department profitability.

The goal is to create a parts operation where technicians have confidence that the parts they need will be researched, located, documented, and delivered accurately and efficiently.

Growth and Development

Advantage Fleet encourages employees to develop a strong understanding of heavy-duty truck parts, service operations, fleet maintenance, inventory management, and the different departments throughout our organization.

Employees who demonstrate strong parts knowledge, organization, accuracy, dependability, customer service, and leadership may have opportunities for additional responsibilities and advancement within the Parts Department as Advantage Fleet continues to grow.

We encourage employees to establish both professional and personal goals and take advantage of opportunities to expand their knowledge and capabilities.

Performance Reviews

Employee performance and progression will be reviewed periodically, with a formal performance review conducted annually. Reviews will evaluate parts accuracy, repair order accuracy, inventory management, organization, productivity, communication, attendance, teamwork, professionalism, and overall contribution to the department and company.

Employment with Advantage Fleet is at will, meaning either the employee or Advantage Fleet may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.