



Parts Counterperson – In-Store Sales

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 knowledgeable and customer-focused **Parts Counterperson – In-Store Sales** to our team.

This position is responsible for assisting walk-in and phone customers with identifying, sourcing, and purchasing heavy-duty truck and trailer parts. The Parts Counterperson also plays an important role in maintaining inventory accuracy, building customer relationships, supporting department profitability, and helping ensure customers receive the correct parts as quickly as possible.

If you have strong heavy-duty parts knowledge, enjoy working with customers, and understand the importance of accuracy, service, and sales, we want to hear from you.

What You'll Do

Customer Sales and Service

- Assist walk-in and phone customers with heavy-duty truck, trailer, and equipment parts needs
- Identify and research the correct parts based on vehicle information, application, customer descriptions, and manufacturer specifications
- Provide professional, knowledgeable, and timely customer service
- Build and maintain strong relationships with existing customers
- Develop relationships with new and prospective customers
- Follow up with customers regarding quotes, special orders, backorders, and parts availability
- Provide accurate pricing and availability information
- Recommend appropriate parts, products, and alternatives when necessary
- Help customers make informed purchasing decisions
- Handle customer concerns and complaints professionally
- Work toward solutions that maintain customer satisfaction while protecting company profitability
- Process customer transactions accurately
- Assist with account and credit-related questions according to company procedures
- Represent Advantage Fleet professionally during every customer interaction

Heavy Duty Parts Research

- Research parts using manufacturer catalogs, online systems, vendor resources, VIN information, and company software
- Cross-reference part numbers when necessary
- Identify alternative parts and suppliers when original components are unavailable



- Maintain a strong working knowledge of heavy-duty truck and trailer systems
- Understand common components used across various makes and models
- Stay informed about new products, updated part numbers, supersessions, and manufacturer changes
- Develop strong knowledge of the parts most commonly required by Advantage Fleet customers
- Assist customers with identifying difficult or specialty components
- Verify part numbers and applications before completing transactions

Sales and Department Profitability

- Actively contribute to parts department sales and profitability
- Identify opportunities to increase sales while providing value to the customer
- Follow established pricing guidelines and company procedures
- Understand the importance of margins and profitability when quoting and selling parts
- Assist customers with product alternatives when appropriate
- Follow up on outstanding quotes and potential sales opportunities
- Help maintain competitive pricing while protecting company margins
- Support department sales goals and customer retention efforts
- Look for opportunities to expand existing customer relationships
- Help create a customer experience that encourages repeat business

Inventory Management

- Maintain accurate inventory records
- Perform scheduled cycle counts and bin counts
- Investigate inventory discrepancies and communicate findings
- Maintain accurate bin locations
- Keep inventory properly labeled and organized
- Ensure returned inventory is placed back into the correct location
- Assist with receiving and stocking incoming parts
- Identify damaged, obsolete, incorrect, or excess inventory
- Communicate low-stock conditions and inventory needs to the Parts Manager
- Assist with physical inventory counts when required
- Follow established inventory control procedures
- Help maintain accurate inventory quantities within company software

Parts Department Operations

- Utilize company computer systems for inventory, pricing, customer information, transactions, and parts research
- Maintain accurate records of customer transactions
- Follow established standard operating procedures for the Parts Department
- Assist with special-order parts and customer pickups
- Coordinate with other parts employees regarding inventory and customer needs
- Work closely with the Parts Manager and other company leaders regarding parts availability and purchasing requirements



- Communicate anticipated inventory needs based on customer demand and historical sales
- Assist with forecasting and planning for commonly required parts and supplies
- Help maintain a clean, professional, and organized retail counter and parts area
- Assist other Advantage Fleet departments when necessary

What We're Looking For

- Must be 18 years of age or older
- High school diploma or GED equivalent preferred
- Valid driver's license required
- Previous heavy-duty truck parts, automotive parts, dealership parts, equipment parts, or related sales experience preferred
- Strong working knowledge of heavy-duty truck and trailer systems
- Familiarity with common parts used on various truck makes and models
- Ability to research and identify parts accurately
- Strong understanding of customer service and relationship building
- Sales-minded with an understanding of department profitability
- Strong attention to detail and commitment to accuracy
- Excellent verbal and written communication skills
- Ability to communicate effectively in person and over the phone
- Professional demeanor when working with customers, vendors, coworkers, and management
- Strong computer skills and willingness to learn new software programs
- Accurate data-entry skills
- Ability to work comfortably with inventory systems and computerized parts catalogs
- Strong organizational and time management skills
- Ability to prioritize multiple customers and responsibilities in a fast-paced environment
- Ability to exercise sound judgment and make logical business decisions
- Strong problem-solving and troubleshooting abilities
- Self-motivated and capable of working independently
- Willingness to take initiative and identify work that needs to be completed
- Ability to remain professional and composed during high-volume or stressful situations
- Commitment to following company safety policies and procedures
- 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
- Spend significant portions of the workday moving throughout the parts department
- Access inventory stored on shelving, racks, and in warehouse areas
- 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 materials
- Use ladders or step stools when necessary to access inventory



- Work around forklifts, commercial vehicles, parts storage, and active service operations

What Success Looks Like

A successful Parts Counterperson understands that this position is about more than simply selling a part across the counter.

Customers depend on us to identify the correct component, provide accurate information, offer competitive pricing, and get them the parts they need to keep their equipment operating. Strong parts knowledge combined with excellent customer service is critical to building long-term relationships and repeat business.

Success also means understanding that the Parts Department is an important source of profitability for Advantage Fleet. Every transaction should balance customer satisfaction, accuracy, inventory control, and responsible margins.

The goal is to create an experience where customers view Advantage Fleet as a dependable resource for their heavy-duty truck and trailer parts needs.

Growth and Development

Advantage Fleet encourages employees to continue developing their knowledge of heavy-duty truck systems, manufacturers, parts research, customer service, sales, and inventory management.

Employees who demonstrate strong parts knowledge, sales ability, customer relationships, organization, profitability awareness, dependability, 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 sales performance, customer service, parts knowledge, inventory accuracy, transaction accuracy, profitability awareness, organization, 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.