

Position Available – Parts Advisor

Hood Equipment Canada Inc. is currently seeking a **Parts Advisor** to join our team. This position plays a key role in supporting our customers and technicians by providing accurate parts identification, sourcing and order fulfillment for equipment.

The ideal candidate will have experience in parts operations, strong mechanical aptitude and the ability to deliver exceptional customer service in a fast-paced environment. Responsibilities include assisting customers at the parts counter, supporting technicians with parts needs, managing inventory, processing orders and maintaining a clean and organized parts department.

Essential Duties and Responsibilities:

- **Technical Accuracy:** Precisely identifying exact parts and component needs for equipment, maximizing efficiency for service department and customer requirements.
- **Customer Service:** Can communicate positively and effectively with customers regarding all parts needs, translates urgent mechanical needs into fast parts procurement.
- **System Proficiency:** Ability to master parts catalog, parts systems and proficiently executes with speed and accuracy.
- **Stress Tolerance:** Highly organized, proven ability to thrive in fast paced and high stress environments, seamlessly coordinates with parts and service departments to minimize downtime.
- **Collaborative Skills:** Coordinates closely with parts and service departments to ensure accurate, timely parts delivery for active work orders.

Qualifications:

- Post Secondary Education and 3+ years of experience on equipment or truck parts counter/inside sales
- Strong organizational skills and a mindset for continuous improvement
- Proficient in Microsoft Excel and Word
- Ability to effectively prioritize and adapt in a fast-paced environment

Job Benefits

We are proud to offer competitive wages based on experience, benefits and retirement savings plans to our employees.

To apply, please contact General Manager, Darren Hynnes at (807) 252 – 6556, or email hood4@tbaytel.net if interested.