



— BC'S PREFERRED EQUIPMENT DEALER —

Williams Machinery

Based in British Columbia, Williams Machinery is over 100 years old and is part of the Wesgroup Equipment family of companies. We are a well-established and growing equipment dealer with an extensive range of products and services for various industries including: material handling, construction, forestry, agriculture and much more. We sell and service high quality equipment such as Linde, Clark, Doosan, Bobcat and Konecranes.

We appreciate and recognize the talent and efforts of our amazing employees. As our company grows, we are on the lookout for talented people. We value honesty, integrity and trust in our relationships and use co-operation and communication to achieve excellence and high levels of customer service. We are BC's Preferred Equipment Dealer!

Our successful customer focused approach has us growing, so come explore the opportunity to grow with us!

DATE: November 2016

POSITION: Parts Representative

LOCATION: Surrey, BC

Williams Machinery, BC's Preferred Equipment Dealer, is a great place to work with a focus on providing exceptional customer service and operating with excellence within a fast paced team environment. This is an opportunity for a person with excellent problem solving ability, self-motivation, and above average customer service skills to join the team at Williams Machinery as a Parts Representative

Key Responsibilities:

- Professional communication via phone, email and in person with customers/vendors
- Assisting in parts estimating, billing, ordering, and invoicing
- Assisting in processing yearly and interim returns in accordance with Vendor policies
- Shipping & receiving of inventory
- Freight coding and costing
- Accept other responsibilities as required to support the company's business needs
- Ensure high levels of customer satisfaction
- Capture new business and new customers

Required Knowledge, Skills & Abilities:

- Excellent attention to detail and a positive attitude, with good interpersonal skills
- Excellent general computer skills and experience with Microsoft Office applications (Outlook, Word, Excel)
- Superb customer service skills and strong organizational skills
- Good data entry and data management/reconciliation abilities
- Ability to work in a group environment
- Ability to adapt to changing schedules and hours if required
- Basic knowledge of automotive or heavy duty parts – previous experience an asset
- Ability to learn and adapt to multiple data, information and lookup systems used by different vendors
- Ability to lift up to 75 pounds, and capable of standing or sitting for long periods of time at different desk or counter heights and on varying surfaces
- Operate forklift, pallet jacks in indoor and outdoor environment (training will be provided)

Experience & Education:

- Previous parts counter, shipping/receiving or sales experience, preferably in the forklift industry
- Showroom merchandising exposure
- Red Seal Certification is a plus

In our day to day interactions we are guided by our values and quest to be BC's Preferred Equipment Dealer. If you love dealing with customers, are self-motivated and want to be part of a winning team, we would love to hear from you. We offer a competitive compensation and benefits package, which includes a comprehensive extended health and dental plan, and MSP.

Please email your resume and a cover letter to careers@williamsmachinery.com quoting the position title of "Parts Rep - Surrey" and your last name in the subject line of the email. Please include your salary expectations in your cover letter. Due to the volume of applicants, please accept our apologies in advance, as only those candidates shortlisted will be contacted. We sincerely appreciate your interest in our company. Thank you for exploring career opportunities with Williams Machinery.