

# **Fox Appliance Parts**

## **Customer Service – Parts Specialist**

### **Company Overview**

Fox Appliance Parts of Atlanta, Inc. is based in Lake City, Georgia. Established in 1948, Fox Appliance Parts operates locations throughout Georgia, Florida and Alabama. Specializing in OEM Appliance Parts and HVAC Parts and Supplies, FOX has built a reputation of integrity and professionalism throughout the industry. Founded on the idea that maintaining satisfied customers is essential to the financial health of the organization, FOX works hard to ensure that our customer's expectations are exceeded in all transactions through outstanding customer service and by maintaining highly adequate and dynamic levels of inventory to fulfill our customer needs.

We are seeking qualified candidates to join our team of parts experts at our Savannah, Georgia location. The position calls for a team player with a positive attitude, sense of urgency and high energy level, along with dependability, honesty and integrity. Candidates must have the ability to offer excellent customer service, gain and share product knowledge, and provide an efficient and positive customer experience.

### **General Requirements**

- Excellent written and verbal communication skills.
- Excellent interpersonal skills with strong customer-service focus.
- Above average organizational skills.
- Ability to quickly and accurately satisfy customer demand.
- Ability to follow direction of immediate supervisor and management.
- Working knowledge of Appliance, HVAC Parts, or related experience.

### **Physical Requirements**

- Must be able to lift 50 lbs., bend, stretch, stand for extended periods of time, reach, twist, sit, and walk.

### **Tasks and Duties**

- Service in-store and telephone customers in a courteous and professional manner.
- Determine replacement parts required and provide technical information as needed.
- Use computer and catalog lookups to determine replacement part stock numbers and prices.
- Advise customers of substitutions or changes in the replacement part.
- Examine condition of returned parts and their eligibility for exchange or refund.
- Maintain, monitor, clean and stock inventory, merchandise displays and work space.
- Accurately and efficiently enter sales orders into computer system.
- Process end of day cash reporting and reconciliation.
- Manage shipments and delivery of goods and services.