



**Job Type: Non-Exempt**

**Reports To:** Store Manager

**Hours of work:** during store operating hours, Sun-Sat work week (to be determined)

**Job Summary:** To sell products and provide exceptional customer service and customer experience to all commercial and retail customers in a prompt and professional manner, selling them the right part the first time

### **Essential Duties and Responsibilities:**

- Personally welcome customers as they walk into the store and promptly answer phones
- Develop meaningful relationships with the customers to encourage trust and loyalty
- Accurately perform cash and charge transactions, both purchases and returns, and close out individual cash drawer at shift end
- Order items not in stock in the most efficient and cost-effective way
- Follow up with customer orders and quotes in a timely fashion
- Use of basic automotive knowledge to assist customers, both retail and wholesale
- Learn to utilize electronic and printed catalogues, and NAPA computer systems
- Stock and front shelves and assist in updating planograms, price labels and other tasks as assigned by the store manager
- Participate in training and receive mentoring for professional growth to gain knowledge that will advance both you and the company
- Improve sales skills to increase sales success rates
- Maintain an organized and neat work station, and assist in the maintenance of a clean and professional sales area to improve customer experience

### **Physical Demands/Working Environment**

- Must be able to stand for long periods of time
- Must be able to lift 50 pounds safely without assistance
- Must be able to squat, climb, bend, reach above shoulder level, kneel, push and pull
- Long periods of time spent working on a computer

### **Recommended Skills/Abilities**

- Excellent verbal and written communication skills, active listening
- Willingness to work in a team atmosphere
- Ability to act with respect, integrity, professionalism, and confidentiality
- Ability to prioritize tasks

### **Education/Experience**

- Background in automotive or mechanics with willingness to learn
- Ability to work with computers and other forms of technology
- Retail or customer service experience is a plus



**Coastal Auto Parts, Inc.**

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### **Behavioral Expectations**

- **Commitment:** Attendance, teamwork, completion of work assigned
- **Respect:** each other, our customers & vendors, company property
- **Flexibility:** Adapting to needs of the store
- **Accountability:** Willingness to share ideas, active listening skills, confidentiality
- **Professionalism:** appropriate attire, conduct and communication

### **JOB DESCRIPTION ACKNOWLEDGEMENT**

I have received and reviewed a copy of the job description for the \_\_\_\_\_.

I have read this job description (or had it read to me) and I completely understand all my job duties, responsibilities and behavioral expectations. I am able to perform the essential functions as outlined with or without reasonable accommodation.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature / Date

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Supervisor's Signature / Date

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