



Podolinsky Equipment Ltd. has been proud to support the local community as your local John Deere dealer for over 60 years. With the addition of Arctic Cat, Polaris, and a host of other vendors, we are now a one-stop shop for work and play.

We are seeking an energetic and customer-focused individual to join our team as a **Parts Counter Representative**. In this front-line role, you will be the bridge connecting our clients and internal teams with the essential components they need. Whether assisting walk-in customers or managing complex part requests, you will leverage your organizational skills and product knowledge to ensure every interaction is efficient, accurate, and exceeds expectations.

If you thrive in a dynamic environment, possess excellent problem-solving abilities, and are committed to delivering top-tier service, you will be a perfect fit for our growing organization. Join us and become a key player in keeping our operations running smoothly and our customers satisfied!

Parts Counter Representative

NOC Code: 14401

Position Title: Parts Counter Representative

Employer: Podolinsky Equipment Ltd.

Location: Petrolia, Ontario

Reports To: Parts Department Manager

Employment Type: Full-time, Permanent

Main Duties and Responsibilities

- Provide excellent customer service to the parts counter, service counter, phone-in and online customers.
- Provide parts look-up expertise and recommend sales of additional related or needed parts and/or accessories.
- Timely and accurate processing of all in-store orders; including retrieval of stocked items and proper documenting of parts requiring order. Accurately completes orders by communicating with customers on parts delivery status and customer pick up instructions.
- Maintains inventory integrity by verifying receipting-in of shipments and verifying accuracy of packing slips against shipped products.

- Actively assists with placing parts orders in proper inventory locations; assisting in cycle counts; follow up on inventory discrepancies and expediting issues by reporting to Supervisor/Manager.
- Assists with preparing and maintaining professional showroom image and merchandise displays.
- Assists in keeping parts department clean and orderly.
- Receive, sort, and store incoming parts and supplies in an orderly and accessible manner in the warehouse, supply room, or stockroom.
- Ensure compliance with health and safety regulations and maintain a clean, organized, and safe working environment.
- May operate large equipment such as forklifts (certification is a plus).
- Ability to work a scheduled rotation of Saturdays and on-call participation will be required.

Qualifications & Skills

- 1-3 years of experience in a parts department, service department, or similar customer-facing role.
- Ability to identify parts using catalogs, diagrams, and software systems.
- Strong attention to detail and problem-solving skills.
- General computer skills.
- Sales skills and ability to offer further products and services.
- Strong communication and interpersonal skills, with a customer service focus.
- Physical ability to lift and move items up to 50lbs, following proper lifting techniques.
- Ability to work independently and as part of a team in a fast-paced environment.



Language Requirement

- **English is required** for this position. Additional languages are considered an asset but are not required.

Work Schedule

- **Hours:** Minimum 44 hours per week
- Overtime paid in accordance with applicable provincial employment standards legislation

Work Location

- On-site at the employer's business location (no remote work option)

Podolinsky Equipment is dedicated to building an inclusive and barrier-free environment where every team member is valued and supported. We provide reasonable accommodation for applicants with disabilities throughout all stages of our recruitment and selection process. If you are invited for an interview and require any adjustments to participate fully, please let us know. We will work with you to meet your individual needs in a timely and confidential manner.