

**EUROPRO
AUTOHAUS**

**VALLEYPRO
AUTOHOUSE**

(250) 870-8339 - 158 Old Vernon Rd, Kelowna, BC V1X 4R2

Parts

Europro Autohaus and ValleyPro Autohouse

Employment Type: Full-time

Career Opportunity: Parts Specialist

Reports to: Sales & Service Manager

We are currently looking for an experienced Parts Specialist to join our busy team.

The Purpose & Objective:

This role helps the shop reach its gross profit goals by ordering parts at the best possible prices by negotiating with vendors to secure the best price. Additionally, this role aims to ensure clients get excellent service by providing accurate estimates and prioritizing efficient parts procurement to minimize repair delays.

Who Are We:

Europro Autohaus is an independent German and Volvo only repair facility along with ValleyPro Autohouse, which is a Domestic and Asian Repair Center. We are committed to bringing the highest quality work and customer service at a fair and honest price. Our goal is to set ourselves apart from the competition by developing a personalized relationship with each of our clients.

Who Are You:

You are organized, energetic, and positive and enjoy being part of a team with a passion for delivering exceptional customer service! You understand that "price is what people pay, and value is what they get."

JOB RESPONSIBILITIES AND DUTIES

- **Ordering Parts:** Partnering with Vendors to secure high-quality parts for repairs at the best possible prices. This includes negotiation with vendors and shopping multiple vendors for the best price. This position will build good working relationships with parts vendor reps.
- **Prepare Estimates:** Create estimates based on digital inspection, Technician notes, and/or customer requests. Additionally, prepare other documents for customers or vendors using Shop Management Software.
- **Sales & Profit:** Drive and increase gross sales for the shop by securing cost-effective parts, providing accurate estimates, and maximizing opportunities for deferred work. Actively seek cost savings through vendor negotiations and ensure that estimates are both competitive and profitable. Strategically manage parts procurement while collaborating with the service team, help optimize repair efficiency, enhance customer trust, and contribute to the shop's overall financial success.

- **Collaboration:** Work closely with other departments to maintain efficient workflow and ensure seamless operations
- **Warranty and Returns:** Manage returns, warranties, and core exchanges efficiently to minimize disruptions and recover costs.
- **Inventory Management:** Track and manage parts inventory to prevent shortages and reduce excess stock. Assist in conducting fiscal year-end inventory audits to reconcile stock levels and identify discrepancies.
- **Customer Experience:** Responsible for delivering an exceptional customer experience in every interaction. This includes providing a friendly and welcoming environment, actively listening to customer needs, and building strong relationships based on trust and expertise. By maintaining a customer-first mindset, ensure that all recommendations align with both the customer's best interests and the company's goals.
- **Training & Skill Development:** Embraces a growth mindset, demonstrating a commitment to continuous personal and professional development, actively seeking opportunities to enhance their skills through industry training, development programs, and hands-on learning. With a coachable attitude and a willingness to grow, they remain open to feedback, adapting to new processes and technologies that improve both individual performance and overall team success.

In addition, the successful candidate will also have the following:

Qualifications:

- **Customer Service or Administration Experience:** Must have at least 1 year in any customer service or administration-related position. *Previous parts advisor experience is an asset
- **Organizational Skills:** Must be able to work and complete work tasks in a timely fashion in an environment that has constant distractions and interruptions.
- **Communication Skills:** Must be able to communicate in English fluently, in both verbal and written form.
- **Math Skills:** Must possess the ability to count. Must know how to perform basic math functions using a calculator.
- **Physical Demands:** Must be able to lift more than 15lbs without assistance, must be able to get into and out of various vehicles without assistance. Must be able to drive a motor vehicle with passengers.

Key Skills & Attributes:

- **Communication & Relationships:** Communicates effectively with customers and vendors, listens actively, and builds strong relationships. Has a commitment to excellence which ensures that each customer leaves feeling valued, understood, and confident in their purchase decisions.
- **Time Management & Organization:** Prioritizes tasks efficiently, meets deadlines, and stays organized.
- **Problem-Solving & Adaptability:** Quick learner, adaptable to change, and proactive in finding solutions.

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- Professionalism & Work Ethic: Maintains a positive attitude, takes ownership of responsibilities, and upholds high ethical standards.
- Results-Driven: Sets and achieves goals, works well under pressure, and focuses on business growth.
- Technical Proficiency: Computer knowledge and experience a must: Industry-specific software knowledge and ability an asset.
- Accountability & Follow-Through: Ensures accuracy in estimates, billing, and daily operations while addressing issues promptly.

Education:

- Minimum high school education required
- Valid driver's license

Why You'll Love Working with Us:

- Friendly, supportive team focused on integrity and transparency.
- Opportunity to grow with a trusted, well-respected repair shop.
- Competitive pay and benefits.

Compensation:

Competitive salary and room for wage advancement. \$26–\$31 per hour, depending on experience, plus bonus. Benefits include extended medical and dental, 3 weeks of holidays after one year of employment, RRSP matching offered after 6 months, and 5 paid sick days.

Next Steps:

We encourage prospective candidates to check us out at www.europroautohaus.com and www.valleyproauto.com

If interested in this position, please submit your resume by replying to this ad or email your resume to: europroautohaushr@gmail.com

Reference **Parts Specialist** in the subject line.