

STUDENT JOB OPPORTUNITIES

MacAllister Rentals/Michigan CAT

JOB TITLE - Assorted Opportunities

Contact Person: **Lynn Corker**
Titles: **Sr. Recruiter**
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Web Address: **www.macallisterrentals.com**
Start / Finish Time: **7am-5pm Monday -Friday, Occassional Saturdays**
Hours Week: **40 hours / week plus overtime as required**
Rate Of Pay: **\$22.60 / hour (contract with Local 324)**
Work Comp / Liab. Insc.: **YES**
Job Responsibilities: **Overview: Primary duties of the position include but are not limited to: assists all walk and/or call-in customers in ordering parts, locating and ordering parts, processing all backorders and returns for customers and service department; and completing all associated paperwork. see page 2 for mor info**

NOTES: **Must be 18 years of age and eligible to work in the US**

This Job is Open to ALL students who meet requirements.

Apply NOW!

Contact Owner by Phone or Email

CoOp / Externship Credits available if you are in a CTE related program.

Contact Mr. Hintze, LCPS CoOp / Externship Coordinator for details on Jobs or Externships.

HINTZE: hintzmi@lc-ps.org

Responsibilities

- Provides customer service to establish a positive, cooperative, working relationships with customers by assisting walk-in and / or call-in customers and internal / external customers with parts related issues, including ordering parts on the computer; back-ordering parts on the computer; inspecting and processing all returns, including requesting proof of purchase and assessing appropriate restocking charges; suggesting associated replacement parts and new product ideas; and providing product support literature.
- Maintains the parts counter and parts inventory areas, including keeping the areas clean and organized to ensure safe working conditions.
- Develops a cooperative and positive working relationship with other department employees to ensure quality work is being performed and schedules are being met.
- Maintains a good working relationship with vendors to resolve customer complaints to assure customer satisfaction
- Identifies and passes sales leads to appropriate person/department
- Performs other duties as required.
- Deliver and pickup parts and/or supplies in a safe and timely manner, as necessary
- Operate warehouse equipment to transport parts within the warehouse.
 - May be assigned to duties in the yard as directed by Management.
 - Safety
 - Do not violate any safety rule or policy.
 - Enforce all personal protective equipment rules and regulations.
 - Ensure all safety rules and policies are enforced.

Qualifications

- Knowledge, skills and abilities typically acquired through a high school education or the equivalent.
- One to two years' work related experience in a parts, field service or shop repair environment as a mechanic, field technician, foreman, parts counter person, etc. or the equivalent. Some Caterpillar and customer service experience is preferred.
- Good communication skills, including excellent listening, strong verbal, good non-verbal and basic written communication skills.
- Excellent customer service skills; good prospecting skills; and the ability to meet and/or exceed customer expectations.
- Strong decision-making skills with good creative thinking skills.
- Strong problem solving skills and a good ability to administer warranties and interpret and apply policies, procedures and guidelines.
- A good knowledge of the product market and a basic knowledge of the product with a working knowledge of the product's location on the machine and the product's function and service interval requirements.
- An excellent ability to operate industry specific programs and Microsoft Office software.
- A good ability to manage conflict and project management skills with a basic ability to manage change.
- The ability to work overtime and be on-call as needed, including weekends.
- The ability to uphold professionalism with both internal and external customers, including personal appearance and friendly, courteous treatment of peers, subordinates and customers.
- There is continuous standing and walking, and repeated bending and reaching, with the ability to lift up to 50 pounds.
- ***The duties and responsibilities described here are not a comprehensive list, and the scope of the job may change as necessitated by business demands.***
- **MacAllister Machinery Co Inc. is an Equal Opportunity Employer (EEO).**