

FULL TIME TIRE & LUBE TECHNICIAN

OVERVIEW: To sell & service farm, truck, and automotive tires; and to sell, distribute, and market lube oil and related products in a manner that will optimize the cooperative's growth and result in outstanding customer service.

OBJECTIVES

UNITED & FRIENDLY:

- Proudly conveys the strengths of United Farmers Cooperative, its services, and opportunities to others, including, but not limited to customers, communities, and co-workers.
- Approaches daily work with enthusiasm and energy.
- Maintains a team focus and is willing to serve as operational support to any assigned UFC location or department as staffing needs arise.
- Acts as the first line of support for the UFC team.

CONNECTED & COMMITTED:

- Service involves providing friendly and efficient service and making recommendations for products sold.
- Maintain a positive attitude that promotes teamwork within the cooperative and a favorable image of the cooperative
- Greet all customers enthusiastically and promptly
- Sell, install, and service tires, replacement TBA items, such as belts, wiper blades, batteries, and filters, and related products as needed
- Sell & service vehicle lube oil, filters and related products and perform other work as requested
- Assist with operations within the NAPA store including sales and inventory management
- Handle all customer complaints promptly and follow through until a solution is achieved
- Lose no customers due to the service provided
- Be available as needed during spring planting and fall harvest times
- Identify resources for assistance and keep manuals accessible and current
- Study and understand recommendation charts
- Make no recommendation or installation that will result in a product problem
- Maintain an excellent working knowledge of all products sold
- Attend all product updates and training sessions as requested by your supervisor
- Maintain all inventory reporting requirements and ensure all customer billings are current
- Keep tools and equipment clean and free of grease and dirt smudges and in good mechanical condition
- Keep customers' vehicles clean and free of grease and dirt smudges
- Wear a clean uniform daily and be neat
- Maintain a clean and orderly inventory and display area
- Arrange seasonal displays

- Ensure all merchandise is properly priced

VISIONARY:

- Develop operational knowledge to assist in other departments.
- Proactively identifies areas of opportunity and collaborates with co-workers and management team to enhance efficiency and success.
- Continues to grow personal knowledge of NAPA and United Farmers Cooperative locations and services and the Cooperative business model to improve product recommendations and services to the Cooperative's customers.

Apply at www.United-Farmers.com

Disclaimer: This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties to the successful performance of the job.