

Trade Profile

Parts Technician



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RED SEAL

TRADE PROFILE

PARTS TECHNICIAN



STRUCTURE OF THE TRADE PROFILE

This profile has two sections that provide a snapshot of the trade's description, and all trade activities as they are organized in the Red Seal Occupational Standard:

Description of the Parts Technician trade: an overview of the trade's duties, work environment, job requirements, similar occupations and career progression

Task Matrix: a chart which outlines graphically the major work activities, tasks and sub-tasks of this trade

Major Work Activity (MWA): the largest division within the standard that is comprised of a distinct set of trade activities

Task: distinct actions that describe the activities within a major work activity

Sub-task: distinct actions that describe the activities within a task

A complete version of the occupational standard, which provides additional detail for the trade activities, skills and knowledge can be found at www.red-seal.ca.

DESCRIPTION OF THE PARTS TECHNICIAN TRADE

“Parts Technician” is this trade’s official Red Seal occupational title. The CCDA approved this occupational title in 2019; the previous name was “Partsperson”.

Parts technicians perform ordering, warehousing, inventory control and sales of parts. Their duties also include identifying parts and equipment, searching for parts, shipping and receiving parts, providing customer service and advice, expediting emergency materials, operating material handling equipment, scheduling pick-up and deliveries and maintaining records.

The parts technician trade services a range of industries including motive power, appliance, heavy duty equipment and natural resources. For example, parts technicians work in areas such as automotive service, commercial transport, recreational vehicle (RV) service, small engine repair, aeronautics, agricultural equipment, marine equipment, mining, manufacturing, electrical warehousing, plumbing and heating warehousing, refrigeration, storage facilities, tool cribs and parts recycling. They may work at either wholesale or retail levels or with end users. They may work with a broad range of aftermarket parts or on a narrower scale, supplying parts for a particular make of vehicle or product. The work environment for parts technicians is generally indoors in a warehouse and at a service counter. Some partspeople may perform or arrange deliveries of parts to their customers. Parts technicians generally work in teams that include service staff, sales staff and service technicians.

Although the activities performed by a parts technician are similar for all industries in which they work, the product knowledge required is dramatically different. Therefore, they require an up-to-date knowledge of the industry as well as technical knowledge and the ability to describe parts and their applications to customers. It should be noted, however, that the scope of this trade does not include the ability to apply this knowledge to diagnosing or repairing mechanical, electronic or other types of problems.

The computer and parts catalogs, both written and electronic, are the most important tools for the parts technician. Databases, online catalogs, inventory control systems, and digital media are necessary for ordering and organizing parts and for retrieving information. Extensive use of electronic catalogs requires parts technicians to be precise in the use of terminology within specific industry sectors in order to locate correct parts in the catalogs.

As with all trades, safety is important to parts technicians. Hazards include operating large equipment such as lift trucks and, handling, transporting and storing hazardous materials.

Key attributes for people entering this trade are: excellent interpersonal and customer service skills, computer application skills, problem solving skills, mathematical skills, manual dexterity, mechanical aptitude, organizational skills, multi-tasking skills and the ability to work independently. Physical considerations for this occupation include a considerable amount of time standing, walking, lifting and driving. This trade appeals to service-oriented people. This career offers stable employment not highly affected by seasonal employment trends.

Experienced parts technicians may move into other positions such as sales representative, purchasing representative, parts department management team member, store manager or store owner.

PARTS TECHNICIAN TASK MATRIX

A – Performs common occupational skills

16%

Task A-1 Performs safety-related functions 23%	A-1.01 Maintains safe work environment	A-1.02 Uses personal protective equipment (PPE) and safety equipment	
Task A-2 Uses tools and equipment 32%	A-2.01 Uses catalogs and price lists	A-2.02 Uses hand tools	A-2.03 Operates power tools
	A-2.04 Operates warehouse tools and equipment	A-2.05 Uses measuring and testing tools and equipment	A-2.06 Operates business machines
	A-2.07 Uses computers and digital devices		
	Task A-3 Organizes work 27%	A-3.01 Uses work-related documents	A-3.02 Prioritizes tasks
Task A-4 Communicates with others 18%	A-4.01 Uses communication techniques	A-4.02 Uses mentoring techniques	

B – Performs customer service

22%

Task B-5 Provides services to retail customers 22%	B-5.01 Identifies retail customers' needs	B-5.02 Provides technical information to retail customers	
Task B-6 Provides services to wholesale customers 22%	B-6.01 Identifies wholesale customers' needs	B-6.02 Provides training opportunities and technical information to wholesale customers	
Task B-7 Provides services to internal customers 21%	B-7.01 Identifies internal customers' needs	B-7.02 Maintains inventory and records for internal customers	
Task B-8 Provides general customer service and support 35%	B-8.01 Prepares customer quotes	B-8.02 Provides no-fee value-added services and information	B-8.03 Records customer information
	B-8.04 Implements product improvement programs (PIP)		

C – Performs parts acquisition

24%

Task C-9 Identifies parts 56%	C-9.01 Identifies parts function	C-9.02 Identifies parts application	C-9.03 Identifies parts number
Task C-10 Sources parts 44%	C-10.01 Searches inventory for parts	C-10.02 Identifies suppliers	C-10.03 Purchases parts
	C-10.04 Arranges shipment of special orders		

D – Performs warehousing and inventory

25%

Task D-11 Handles parts and materials 39%	D-11.01 Maintains storage design layout	D-11.02 Handles sensitive products	D-11.03 Rotates inventory
	D-11.04 Places inventory in designated location		
Task D-12 Performs inventory control 35%	D-12.01 Manages core and warranty inventory	D-12.02 Handles parts inventory recalls	D-12.03 Maintains inventory levels
	D-12.04 Participates in periodic physical inventory count		
Task D-13 Performs shipping and receiving duties 26%	D-13.01 Verifies estimated time of arrival (ETA)	D-13.02 Receives incoming shipment	D-13.03 Resolves order discrepancies
	D-13.04 Prepares for shipment		

E – Applies business practices

13%

<p>Task E-14 Promotes products and services 26%</p>	<p>E-14.01 Displays products and literature</p>	<p>E-14.02 Uses digital marketing</p>	<p>E-14.03 Recommends parts and products to customer</p>
	<p>D-14.04 Recommends services to customer</p>		
<p>Task E-15 Implements pricing formula 29%</p>	<p>E-15.01 Calculates additional costs</p>	<p>E-15.02 Overrides price</p>	
<p>Task E-16 Processes financial transactions 45%</p>	<p>E-16.01 Generates invoices</p>	<p>E-16.02 Accepts payments</p>	<p>E-16.03 Processes customer returns</p>
	<p>E-16.04 Processes day-end reports</p>		