

Parts and Warehousing Specialist

Labour Market Outlook | 2018-2023 | NOC: 1522



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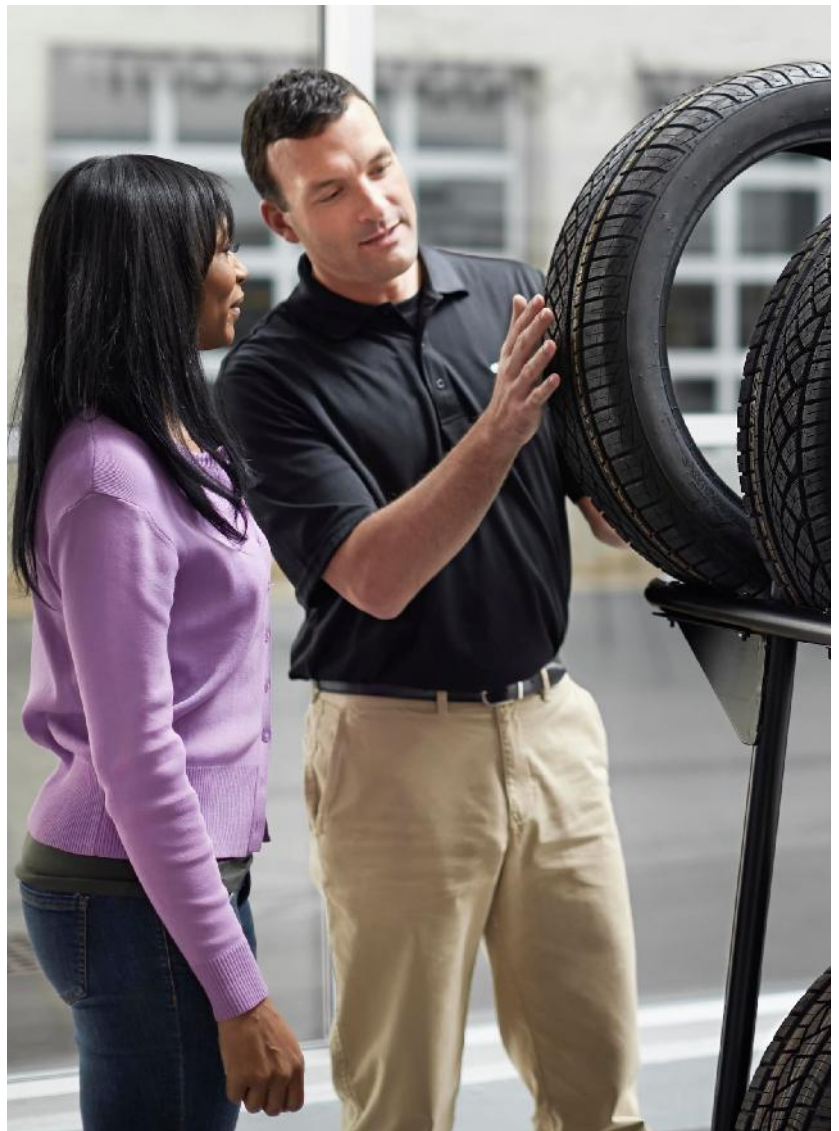
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SECTION 1 | OCCUPATIONAL OUTLOOK

OCCUPATIONAL DESCRIPTION

The following Occupation Description and the accompanying report applies to **Parts and Warehousing Specialists**.

Tasks

- Receive and fill telephone orders for parts.
- Fill customer orders from stock and place orders when requested items are out of stock.
- Receive payment or obtain credit authorization.
- Read catalogs, microfiche viewers, or computer displays to determine replacement part stock numbers and prices.
- Prepare sales slips or sales contracts.

Technology Skills

- Customer relationship management CRM software — Customer information databases
- Document management software — Adobe Systems Adobe Acrobat
- Electronic mail software — Microsoft Outlook
- Enterprise resource planning ERP software — SAP
- Spreadsheet software — Microsoft Excel
- Hot Technology — a technology requirement frequently included in employer job postings.

Knowledge

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Skills

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points

being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Speaking — Talking to others to convey information effectively.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Service Orientation — Actively looking for ways to help people.
- Persuasion — Persuading others to change their minds or behavior.

Abilities

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Speech Clarity — The ability to speak clearly so others can understand you.

Work Activities

- Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Selling or Influencing Others — Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- Performing for or Working Directly with the Public — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

Detailed Work Activities

- Process sales or other transactions.
- Take product orders from customers.
- Gather customer or product information to determine customer needs.
- Prepare sales or other contracts.
- Explain technical product or service information to customers.
- Receive and sort incoming parts and supplies
- Store items in an orderly and accessible manner in a warehouse, tool room, supply room or other area
- Process incoming requisitions and issue or distribute parts and supplies for internal usage
- Maintain records of orders and the amount, kind and location of parts and supplies on hand using manual or computerized inventory system
- Prepare requisition orders to replenish parts and supplies
- Sell spare and replacement parts for motor vehicles, machinery and equipment in a retail setting
- Advise retail customers or internal users on appropriateness of parts, supplies or materials requested.
- Receive and fill telephone orders for parts.
- Take product orders from customers.
- Process sales or other transactions.
- Fill customer orders from stock and place orders when requested items are out of stock.
- Read catalogs, microfiche viewers, or computer displays to determine replacement part stock numbers and prices.
- Gather customer or product information to determine customer needs.
- Receive payment or obtain credit authorization.
- Process sales or other transactions.
- Prepare sales slips or sales contracts.
- Prepare sales or other contracts.
- Determine replacement parts required, according to inspections of old parts, customer requests, or customers' descriptions of malfunctions.
- Gather customer or product information to determine customer needs.
- Assist customers, such as responding to customer complaints and updating them about back-ordered parts.
- Explain technical product or service information to customers.
- Locate and label parts and maintain inventory of stock.
- Monitor inventories of products or materials.
- Mark and store parts in stockrooms according to

prearranged systems.

- Stock products or parts.
- Pick up and deliver parts.
- Arrange delivery of goods or services.
- Discuss use and features of various parts, based on knowledge of machines or equipment.
- Advise customers on the use of products or services.
- Manage shipments by researching shipping methods or costs and tracking packages.
- Analyze shipping information to make routing decisions.
- Calculate shipping costs.
- Maintain and clean work and inventory areas.
- Clean work areas.
- Examine returned parts for defects, and exchange defective parts or refund money.
- Examine condition of property or products.
- Process sales or other transactions.
- Advise customers on substitution or modification of parts when identical replacements are not available.
- Advise customers on the use of products or services.
- Place new merchandise on display.
- Demonstrate equipment to customers and explain functioning of equipment.
- Explain technical product or service information to customers.

Work Context

- Telephone — 100% responded “Every day.”
- Contact With Others — 95% responded “Constant contact with others.”
- Deal With External Customers — 94% responded “Extremely important.”
- Freedom to Make Decisions — 60% responded “A lot of freedom.”
- Work With Work Group or Team — 74% responded “Extremely important.”

OCCUPATIONAL GROWTH

The growth rate for **Parts and Warehousing Specialists** is expected to be greatest on the Mainland / Southwest British Columbia; followed by the Thompson Okanagan; Vancouver Island and the Coast; and the Kootenay. Slight decline is expected in the Cariboo, but this will be more than offset by pending retirements.

Over a ten-year period of time, it's projected British Columbia will need an additional 2,100 workers in the category of 'storekeepers and partspersons'. **Parts and Warehousing Specialists** represent 100% of this category, meaning we can expect the full 2,100 new jobs for this occupation over 10 years.

Parts and Warehousing Specialist

As represented by 'storekeepers and partspersons'

Region	Annual Growth	New Jobs 2017-2027	2017	2018	2019	2020	2021	2022
			Act. Total Workforce	Proj. Total Workforce	Proj. Total Workforce	Proj. Total Workforce	Proj. Total Workforce	Proj. Total Workforce
Mainland / Southwest	1.4%	1,090	2,869	2,978	3,087	3,196	3,305	3,414
Vancouver Island / Coast	0.6%	300	910	940	970	1,000	1,030	1,060
Thompson / Okanagan	1.8%	380	838	876	914	952	990	1,028
Kootenay	1.1%	120	312	324	336	348	360	372
Cariboo	0.2%	80	408	416	424	432	440	448

FIVE-YEAR OCCUPATIONAL GROWTH PROJECTIONS

Over a five-year period of time, the vast majority of new jobs in British Columbia will occur on the Mainland / Southwest British Columbia, with 1,090 new projected jobs. This is followed by the Thompson Okanagan with 380 new jobs and Vancouver Island and the Coast with 300 new jobs. The Kootenay Region will experience slightly less growth creating 120 new jobs, followed by the Cariboo where there

will be just 80 new jobs, primarily due to retirements. These projections define 'new jobs' as both an expansion in the workforce as well as jobs which become available due to retirements and other types of attrition. In this area, it is projected nearly seven existing jobs will become available for every three new jobs created.

ESSENTIAL SKILLS

Employers place a strong emphasis on Essential Skills in the workplace. Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.

Each profile contains a list of example tasks that illustrate how each of the 9 Essential Skills is generally performed by

the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

The following is a detailed description of the Essential Skills critical to **Parts and Warehousing Specialists**:

Essential Skill: Reading	Skill Level
Read manufacturers' recall notices which outline defects in parts.	1
Read memos and bulletins from suppliers to get information on existing product lines and new products.	2
Read installation instructions in parts' catalogues which outline cautions for the use of the parts described.	2
Read procedures for returning parts to the warehouse for credit.	2
Refer to outdated parts' catalogues to obtain information about parts for old vehicles or appliances.	2
Read a variety of parts' manuals in order to compare specifications, purposes and costs of parts from different manufacturers.	3

Essential Skill: Document Use	Skill Level
Read lists of parts and their numbers.	1
Check packing slips for parts which have been shipped from suppliers.	1
Read employee work schedules.	2
Read shipping schedules identifying goods, quantities and destinations.	2
Read Workplace Hazardous Materials Information System (WHMIS) labels relating to parts.	2
May read tire warranty charts which provide refund information based on the amount of wear on the tire.	2
Read a table that shows the number of various parts sold each month.	2
Complete purchase order forms.	2
Fill in rental forms to keep track of tools rented by the store.	2
Enter customer details on computerized invoices.	2
Read assembly drawings of parts to help diagnose a customer's needs.	3
Read schematic drawings to identify components of electrical parts and the routing of electricity.	3

Essential Skill: Writing	Skill Level
Write notes to record details of telephone conversations with customers.	1
Write lists of materials received and materials sold or rented, noting colour, product description and codes.	1
May write notes to workers on the next shift, informing them of orders which will be picked up and phone calls expected.	1
Fill out purchase orders using standardized forms.	1
Write letters to parts' suppliers to explain problems with parts received.	2
Complete return forms to manufacturers, justifying the return of a part.	2
May write memos to mechanics or technicians to give them feedback on repairs.	2

Essential Skill: Numeracy	Skill Level
May calculate markups on stock such as auto parts by multiplying the cost of the item by a percentage which is specified in the instructions they receive.	2
May tally prices, subtract discounts, add sales tax and calculate change to customers.	3
May record costs in financial records, such as the amount spent on repairs in the last month.	1
May schedule the order of deliveries based on the most efficient routes, cost of gas and customer priorities.	2
May compare costs for auto parts from jobbers, auto dealers and auto wreckers to determine the best supplier. They take into account cost, quality, availability, delivery times and whether or not parts will meet the company's warranty requirements.	3
May measure lengths of wiring sold by the foot.	1
May measure an autobrake rotor to match it to dimensions listed in the catalogue.	1
May estimate the measurement of a part by looking at it.	1
May estimate the length of time it will take for an auto part to be delivered to a repair garage.	1
May estimate the prices of autoparts for customers, taking into account the cost to the company, the markup, and delivery costs.	3

Essential Skill: Oral Communications	Skill Level
Discuss products with sales representatives and suppliers.	1
Interact with warehouse staff to check the availability of parts.	1
Communicate with auto parts' dealers and jobbers to place orders and to verify the availability of items.	1
Take orders from customers and provide advice both in-person and by telephone.	1
Discuss delivery options with truck and van drivers.	1
Communicate with mechanics to ascertain for customers the effectiveness of the parts they plan to purchase.	2
Interact with the service manager and other staff members to co-ordinate work.	2
Discuss inventory problems or customer complaints with supervisors.	2

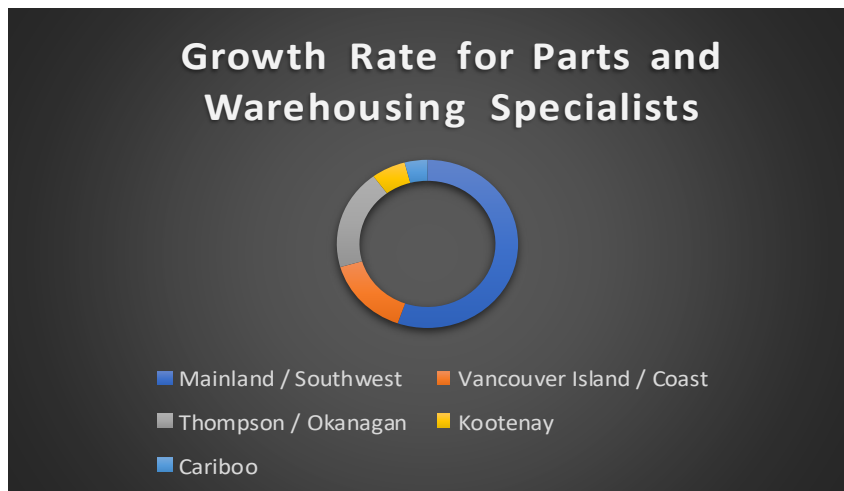
Essential Skill: Thinking	Skill Level
May find that customer billings are mixed up because a company has not provided sufficient information for setting up an account. They contact authorities within the company to set up the necessary accounting records.	1
May find that a product arrives from a supplier soiled or broken. They contact suppliers to get a replacement as quickly as possible.	1
May have parts returned by customers because the parts do not fit. They may go to the garage to confer with the mechanic or recheck numbers and applications in the catalogue.	2
May encounter hostile customers who are unwilling to accept that parts or products are not available. They phone other possible sources to try to assist the customer.	2
May experience computer problems which shut down the automated invoicing and cataloguing system. They consult the computer manual or call in expert assistance.	2
Decide what items to display and how to organize the display area.	1
Decide from which sources to order supplies.	2
Decide what parts to stock in the warehouse and what parts to discontinue except for special orders.	2
Decide when to refer a customer, with a difficult request, directly to the mechanic or technician for advice.	2
Decide when to reject deliveries which appear to differ from the items ordered.	2
Decide on discounts for wholesale customers taking into account the size of the order, the likelihood of repeat business and the margin of profit.	2
Check work-orders to determine if customer orders have been filled.	1
Use a computerized-database to find out what is available in the warehouse.	1
Look-up product warranty expiry information in client files.	1
Refer to manufacturers' catalogues to determine the availability of supplies.	2
Search through catalogues from a variety of suppliers to find a requested item. They may cross-reference by make, model, year and item. If the required item is not available, they may cross-reference the various catalogue numbers to find an appropriate substitute.	3

Essential Skill: Digital Technology	Skill Level
They type work orders and memos.	2
They use a database to determine whether parts are available in the warehouse.	2
They produce inventory sheets.	2
They produce invoices using a computer.	2
They send e-mail messages to suppliers.	2

RETIREMENTS VS. NATURAL OCCUPATION GROWTH

Over the next ten years, it is projected that 29.6% of the new jobs will occur as the total number of **Parts and Warehousing Specialists** grows, with 70.4% of the jobs becoming available as workers retire.

Region	Retirements	Growth	Total
Mainland / Southwest	763	327	1,090
Vancouver Island / Coast	210	90	300
Thompson / Okanagan	266	114	380
Kootenay	84	36	120
Cariboo	56	24	80



DEMOGRAPHICS

Age Distribution

The age distribution of **Parts and Warehousing Specialists** has 11% of the workforce between the ages of 15-24; 39% between 25-44; 48% between 45-64; and 2% over the age of 65.

Age Distribution	
Age 15-24	11%
Age 25-44	39%
Age 45-64	48%
Age 65+	2%

Gender

Men outnumber women in this profession by approximately four to one. Women represent just 20% of workers to the 80% represented by men.

Gender	
Male	80%
Female	20%

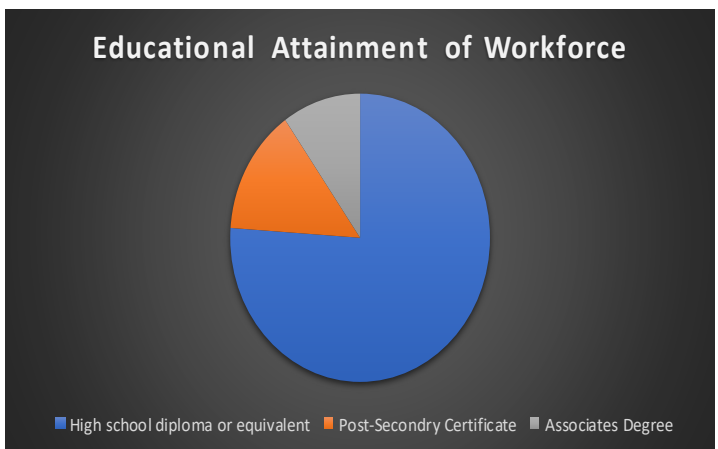
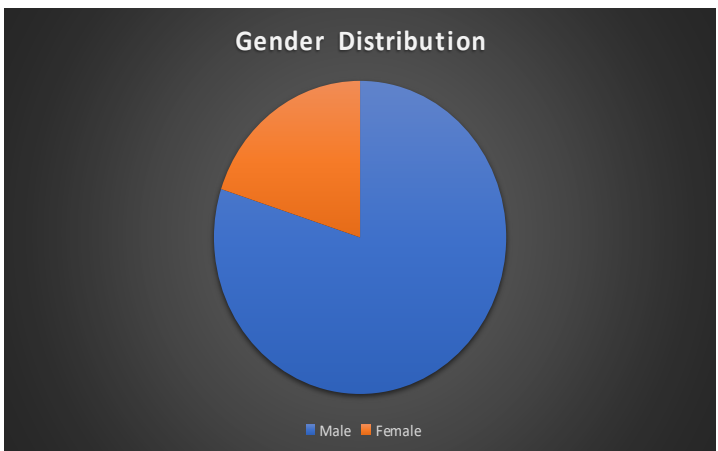
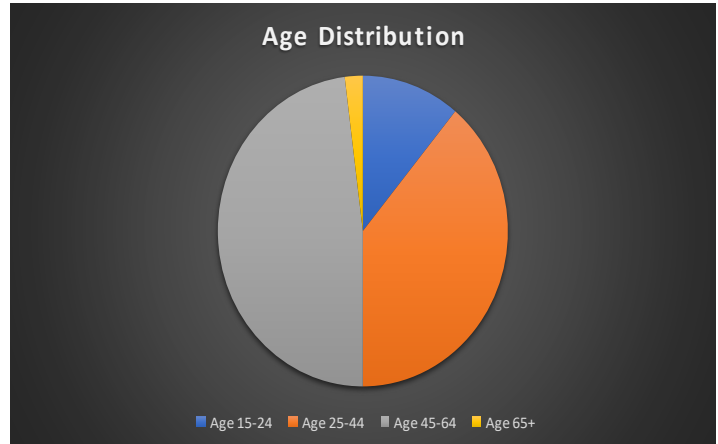
Education

Approximately 22% of **Parts and Warehousing Specialists** have some level of post-secondary instruction.

Educational Attainment	
High School Diploma or Equivalent	70%
Post-Secondary Certificate	13%
Associates Degree	9%

SALARY DATA

- **Service Canada:** Salaries for **Parts and Warehousing Specialists** range from a low of \$11.35 per hour to a high \$29.81 per hour; with mid-range salaries typically averaging: \$19.88 per hour. The highest wages in Canada for this profession are in Alberta where high-wages typically range as high as \$37.85 per hour. The lowest wages in this occupation was Newfoundland and Labrador where low-wages typically average \$11.00 per hour.
- **Payscale:** The average pay for an **Parts and Warehousing Specialists** is \$44,919 per year. Less than 2% of workers have less than a year of experience with 20% having 1-4 years; 21% having 5-9 years of experience; 32% having 10-19 years of experience; 25% having 20 years of more of experience.
- **BC Stats:** The Provincial Median salary for **Parts and Warehousing Specialists** is \$41,712 per year. The low-wage average is \$13.00 per hour, the mid-wage average is \$20.00 per hour and the average high way is \$31.25 per hour.



SECTION 2 | PERSONAL SUITABILITY

PERSONALITY AND TEMPERAMENT DATA

A common Myers-Briggs temperament type associated with **Parts and Warehousing Specialists** is ESFJ; often referred to as '*Facilitator Caretakers*'. While there can be great variation between a person's personality and a career they are suitable for, this type would suggest that Automotive Service Consultants would tend to be more:

(E)xtravert	over	Introvert
(S)ensory	over	Intuitive
(F)eeler	over	Thinker
(J)udgement	over	Perceptive

ESFJs are described as warmhearted, conscientious, and cooperative. They want harmony in their environment and work with determination to establish it. ESFJs like to work with others to complete tasks accurately and on time. They are loyal, follow through even in small matters. They will notice what others need in their day-by-day lives and try to provide it. They also want to be appreciated for who they are and for what they contribute.

HOLLAND INTEREST CODE: E.C.R.

Holland Codes and the abbreviation RIASEC refer to John Holland's six personality types: **Realistic**, **Investigative**, **Artistic**, **Social**, **Enterprising** and **Conventional**. Career Key organizes and scientifically classifies careers, college majors, career clusters, and career pathways by these personality types. **Parts and Warehousing Specialists'** interests are catalogued as:

Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

WORK STYLES: PARTS AND WAREHOUSING SPECIALISTS

- **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Integrity** — Job requires being honest and ethical.
- **Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

WORK VALUES: PARTS AND WAREHOUSING SPECIALISTS

- **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- **Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
- **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.

SECTION 3 | INDUSTRY DATA

INDUSTRY INTRODUCTION

The 'Other Services industry' is made up of service-providing businesses that are not classified in any other industry. Types of services performed by businesses in this industry include the repair and maintenance of automobiles, electronic and other machinery and equipment, and other goods.

INDUSTRY OUTLOOK

Employment in B.C.'s Other Services Industry is expected to reach about 190,440 during 2017. This would be a net gain of about 10,840 new jobs since 2012. This represents an increase of 7.7 percent during the five-year period, which is somewhat higher than B.C.'s projected average growth in

employment (6.4 percent).

In 2017, it is predicted that the Other Services Industry will generate 7.7 percent of the province's employment, down marginally from its share in 2012, which was 7.8 percent.

- 10 year total demand increase (2015-2025) 8,500
- Forecasted average annual demand growth (2015-2025) 1.3 %

REGIONAL DATA

The vast majority of workers in this sector are located in the Mainland / Southwest, where 60.7% of workers are located, followed by concentrations of 15.6% on Vancouver Island / Coast and 12.0% in the Thompson / Okanagan.

Automotive Repair Service Sector

As represented by the 'other services industry'

Region	% Other Services Sector	% Employment All Industries
Mainland / Southwest	60.7%	63.7%
Vancouver Island / Coast	15.6%	15.5%
Thompson / Okanagan	12.0%	10.0%
Kootenay	3.0%	3.0%
Cariboo	4.0%	3.4%
North Coast & Nechako	1.6%	1.8%
Northeast	2.9%	1.7%

NATIONAL COMPARISONS

The Automotive Repair and Maintenance Sector, NAICS Code 8111, is comprised of 43,658 enterprises across Canada with 5,465 of those enterprises in British Columbia. It is primarily comprised of small businesses with 99.9% of enterprises employing 0-99 businesses. In British Columbia, only 55.8% of businesses even have employees.

Province	Employers	Non-Employers	Total Estab.	% of Canada
Ontario	8,361	7,781	16,142	37.0%
Quebec	5,499	5,412	10,911	25.0%
British Columbia	3,048	2,417	5,465	12.5%
Alberta	2,896	2,341	5,237	12.0%
Manitoba	801	795	1,596	3.7%
Saskatchewan	766	791	1,557	3.6%
New Brunswick	580	453	1,033	2.4%
Nova Scotia	552	453	1,005	2.3%
Newf'dl & Labrador	294	133	427	1.0%
Prince Edward Island	114	99	213	0.5%
Yukon	19	26	45	0.1%
Northwest Territories	13	9	22	0.0%
Nunavut	3	2	5	0.0%
Canada	22,946	20,712	43,658	100.0%

SECTION 4 | EXTERNAL IMPACTS

ROLE OF AUTOMATION

According to the 2016 report, *'The Talented Mr. Robot: The impact of automation on Canada's workforce'*, nearly 42% of the Canadian labour force is at a high risk of being affected by automation in the next decade or two. Individuals in these occupations earn less and are less educated than the rest of the Canadian labour force. While the literature suggests that these occupations may not necessarily be lost, we also discovered that major job restructuring will likely occur as a result of new technology. Using a different methodology, the report found that nearly 42% of the tasks that Canadians are currently paid to do can be automated using existing technology.

Technology is also impacting **Parts and Warehousing Workers** (research at McKinsey & Company). Many of their routine tasks can be automated. **Parts and Warehousing Workers** will continue to prosper by embracing technology, educational upgrading and utilizing this technology to enhance their workplace-based skills.

POPULATION DEMOGRAPHICS

The 2016 Census from Statistics Canada, released in mid-2017, shows the largest increase in the share of seniors since the first census after Confederation. The proportion of those aged 65 and older climbed to 16.9% of Canada's population, exceeding the share of those under 15 years old at 16.6%.

Meanwhile, the portion of the working-age population – those between the ages of 15 and 64 – declined to 66.5% from 68.5% in the 2011 census.

It is becoming increasingly more difficult for employers to secure and retain the workers they wish to recruit. According to WorkBC, the need to replace retiring workers is expected to drive over two-thirds of projected job openings to 2025 for every occupational group.

INDUSTRY TRENDS

About half of total projected job openings over the outlook period are expected to be in three major occupational groups:

- *Sales and Service Occupations*
- *Business, Finance and Administration Occupations*
- *Management Occupations*

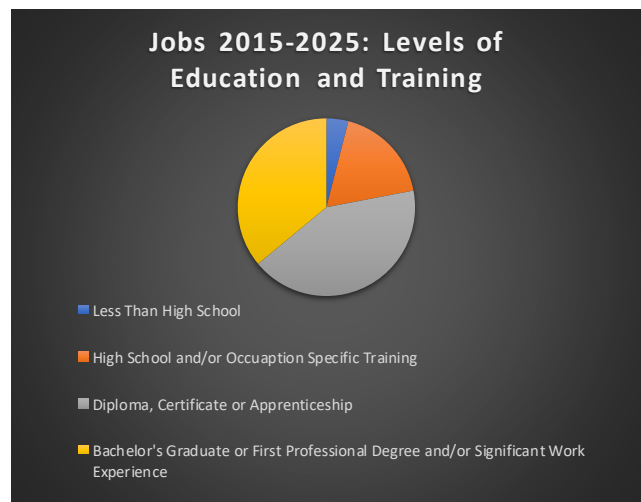
Sales and Service occupations, particularly in retail trade, offer significant opportunities for people to enter the labour force and develop skills and competencies. About 30% require advanced education or work experience. Business, Finance, Administration and Management occupations offer a wide range of opportunities, playing crucial roles in the functioning and competitiveness of virtually every organization in BC.

Significant demand is also expected in trades, transportation and related occupations – about 123,000 job openings representing 13% of total job openings over the 10-year outlook period.

EDUCATION AND TRAINING TRENDS

By the year 2025, it's projected that 899,800 new jobs will be created in British Columbia due to economic expansion and attrition. More than three quarters of the openings will require some postsecondary education and training.

The largest share, 42%, will likely be in occupations requiring diploma, certificate or apprenticeship training (National Occupational Classification Skill Level B). The second largest share, 36%, will be in occupations that require a bachelor's, graduate or first professional degree and/or significant work experience. Management occupations are included in this group (Skill Levels A and O). Combining these two groups shows that 78% of future job openings will require post-secondary education.



SECTION 5 | JOB POSTING ANALYSIS

SUMMARY OF BRITISH COLUMBIA JOB POSTINGS

In preparing this report, we examined 85 job postings for **Parts and Warehousing Specialists**. The following is a list of the most common attributes expected by employers divided into the following categories: **1. Technical Skills**, **2. Organizational Skills**, and **3. Interpersonal Skills**.

Technical Skills

- Strong technical background and capable of communicating with technicians and customers regarding parts and service
- Process parts orders promptly and accurately
- Preparation of parts quotes
- Delivery and pick up of parts to and from service technicians expediently and efficiently
- Process parts returned from work orders and customers in a timely manner, ensure no-stock items are returned to suppliers within manufacturers specified time period
- Process incoming requisitions and issue or distribute parts and supplies for internal usage
- Maintain records of orders and the amount, kind and location of parts and supplies on hand using a manual or computerized inventory system
- Prepare requisition orders to replenish parts and supplies
- Sell spare and replacement parts for motor vehicles, machinery and equipment in a retail setting
- Post receipts, stock adjustments, request for credits and PR's into computer
- Fill customer orders from stock. Prepare sales slips or sales contracts
- Ensure that product and service quality exceeds expectations, aids in the merchandising of parts
- Promote positive image of company and its product lines
- Operate within company policies, procedures and safety
- Valid class 5 driver license with good driving record
- Knowledge of car model-years would be an asset
- Program Enrolment in the Parts Technician Apprenticeship Program
- Successful completion of ITA parts apprentice program or 5+ years of direct experience

Organizational Skills

- Receive and sort incoming parts and supplies

- Store items in an orderly and accessible manner in a warehouse, tool room, supply room or other areas
- Keep track of backorders and follow up with vendors and customers
- Participate in all training programs made available through internal or outside vendors
- Streamline processes and make recommendation for new processes
- Occasional moderate lifting of up to 100lbs is required\

Interpersonal Skills

- Telephone sales support
- Report customer satisfaction, trends and other useful information to Parts supervisor
- Collaborate with freight and courier services to ensure efficient delivery of parts
- Telephone selling, inbound and outbound
- Advise retail customers or internal users on appropriateness of parts, supplies or materials requested
- Endeavor to increase parts sales and customer satisfaction through suggestive selling, use of coupon discounts and monthly flyer specials
- Assist parts manager as needed

REQUIRED EDUCATION AND TRAINING

Parts and Warehousing Specialists should have a minimum education of Grade 10 or the equivalent (including English 10, Math 10 and Science 10) however, completion of secondary school is preferred. Other training may include: 1. on-the-job training and/or 2. experience in a related clerical occupation or as a warehouse worker may be required. The Industry Training Authority in B.C. offers a partsperson apprenticeship and an industrial engines and equipment partsperson apprenticeship. All apprenticeships require workers to find a sponsor employer willing to participate in the program.

EXPERIENCE EXPECTATIONS

Almost none of the job postings we examined required experience, with several stating they would be willing to train a suitable individual. Of the jobs which did require experience, most only required 1-2 years.

NATIONAL COMPARISONS

Parts and Warehousing Specialists — Job Postings and Salary Averages

As represented by the 'storekeepers and partspersons'

Jurisdiction	Job Postings	Low Wage	Med. Wage	High Wage
Alberta	31	\$ 14.50	\$ 23.00	\$ 37.85
British Columbia	85	\$ 11.35	\$ 19.88	\$ 29.81
Manitoba	11	\$ 15.25	\$ 22.00	\$ 28.00
New Brunswick	9	\$ 12.40	\$ 18.00	\$ 22.29
Newfoundland and Labrador	4	\$ 11.00	\$ 19.20	\$ 29.10
Northwest Territories	2	N/A	N/A	N/A
Nova Scotia	8	\$ 14.00	\$ 16.83	\$ 25.01
Nunavut	0	N/A	N/A	N/A
Ontario	237	\$ 11.60	\$ 19.00	\$ 30.00
Prince Edward Island	0	N/A	N/A	N/A
Québec	465	\$ 14.00	\$ 19.23	\$ 30.77
Saskatchewan	33	\$ 15.00	\$ 23.08	\$ 34.00
Yukon	0	N/A	N/A	N/A

SECTION 6 | ACKNOWLEDGEMENTS

In preparing this report, we gathered labour market information, data and analysis from the following resources:

Resource	Link
Automotive Retailers Association	www.ara.bc.ca
Average Wages (Statistics Canada)	www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm
BC Stats	www2.gov.bc.ca/gov/content/data/about-data-management/bc-stats
Brookefield Institute	http://brookfieldinstitute.ca/wp-content/uploads/2016/06/TalentedMrRobot.pdf
British Columbia 2025: Labour Market Outlook	www.workbc.ca/getmedia/00de3b15-0551-4f70-9e6b-23ffb6c9cb86/LabourMarketOutlook.aspx
Canadian Industry Statistics	www.ic.gc.ca/app/scr/app/cis/search-recherche
Career Key	www.careerkey.org
Employment by Major Industry Group (Statistics Canada)	www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labr67g-eng.htm
Glass Door	www.glassdoor.ca
Government of Canada Job Bank	www.jobbank.gc.ca
Hays Recruiting Salary and Industry Data	www.hays.ca/salaryguide/
Indeed	www.indeed.ca
Industry Training Authority	www.itabc.ca
Job Market Trends and News	www.jobbank.gc.ca/LMI_bulletin.do?AREA=&INDUSTRYCD=&EVENTCD=
LinkedIn Salary	www.linkedin.com/salary/
Myers-Briggs Foundation	www.myersbriggs.org
North American Industry Classification System (NAICS) Canada	www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=118464
O*Net OnLine	www.onetonline.org
Salaries and Wages - Canadian Industry Statistics	www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm
Simply Hired	www.simplyhired.ca
Statistics Canada	www.statcan.gc.ca/eng/start
Trades Training BC	www.tradestrainingbc.ca
WorkBC Occupation Data	www.workbc.ca/Jobs-Careers/Explore-Careers.aspx
WorkBC Industry Data	www.workbc.ca/Labour-Market-Industry/Industry-Profiles.aspx
Wow Jobs	www.wowjobs.ca

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