

# Parts Technician On-the-Job Checklist



	Level 1	Page 1/2
Red Seal Tasks	On-The-Job Duties	Completed
Performs safety-related functions	Understand & apply company safety policies including WHMIS & OH&S regulations	<input type="checkbox"/>
	Identify, select & inspect PPE equipment	<input type="checkbox"/>
Uses tools & equipment	Use a customer supplied serial number/VIN to locate the manufacturer product	<input type="checkbox"/>
	Use a box cutter/knife to open a shipment	<input type="checkbox"/>
	Use of a hand drill to unbox a shipment	<input type="checkbox"/>
	Move material or unload a shipment using a pallet jack	<input type="checkbox"/>
	Use a measuring tool such as a micrometer to obtain part dimensions	<input type="checkbox"/>
	Use a debit/credit machine to take payment	<input type="checkbox"/>
	Use a computer system to access a customer's account	<input type="checkbox"/>
Organizes work	Use an SDS to determine safe handling & treatment procedures for chemicals such as gasoline or battery acid	<input type="checkbox"/>
	Implement a schedule for completing a series of tasks based upon customer priority & shipping times	<input type="checkbox"/>
Communicates with others	Summarize a task assigned to you by a supervisor	<input type="checkbox"/>
Provides services to retail customers	Notify a retail customer about the arrival of a special shipment	<input type="checkbox"/>
	Locate new product technical information by visiting the manufacturer's website or product catalog	<input type="checkbox"/>
Provides services to wholesale Customers	Notify a wholesale customer that a shipment has been delayed	<input type="checkbox"/>
	Obtain & provide technical & warranty information for a product or service	<input type="checkbox"/>
Provides services to internal customers	Organize shop supplies with popular items easily accessible	<input type="checkbox"/>
	Document warranty information & core return according to store policies	<input type="checkbox"/>
Provides general customer service & support	Assist a customer by loading their purchase into their vehicle	<input type="checkbox"/>
	Update contact information on a customer's account	<input type="checkbox"/>

All work performed in this checklist is to be done under the supervision and guidance of a certified journeyperson

# Parts Technician On-the-Job Checklist



	Level 1	Page 2/2
Red Seal Tasks	On-The-Job Duties	Completed
Sources parts	Implement picking sequence based upon size & location of items & priority of shipment/pickup	<input type="checkbox"/>
	Identify alternate suppliers including rebuilders & competitors	<input type="checkbox"/>
Identifies parts	Identify the function of a part provided by a customer	<input type="checkbox"/>
	Complete manufacturer specific training	<input type="checkbox"/>
	Identify alternate suppliers' parts by using cross reference guides	<input type="checkbox"/>
Performs shipping & receiving duties	Obtain tracking number from shipper & inform customer of shipment status	<input type="checkbox"/>
	Unload shipment into store inventory, rotating older stock to the front	<input type="checkbox"/>
	Obtain return goods/material authorization number for parts & materials to be sent back to the supplier	<input type="checkbox"/>
	Verify packing slip/invoice has been created & is accurate	<input type="checkbox"/>
Processes financial transactions	Verify customers' account information & authorization approvals	<input type="checkbox"/>

All work performed in this checklist is to be done under the supervision and guidance of a certified journeyperson

# Parts Technician On-the-Job Checklist



	Level 2	Page 1/2
Red Seal Tasks	On-The-Job Duties	Completed
Provides services to retail customers	Providing relevant suggestions for the customer's project	<input type="checkbox"/>
Provides services to wholesale customers	Recommend complimentary products to customers' current inventory	<input type="checkbox"/>
	Assist in product training for wholesale customers	<input type="checkbox"/>
Provides general customer service & support	Provide customers with a part replacement/repair estimate	<input type="checkbox"/>
	Provide the customer with manufacturer instructions	<input type="checkbox"/>
	Verify the accuracy & security of customer information	<input type="checkbox"/>
	Notify customers of manufacturer updates/recalls	<input type="checkbox"/>
Identifies parts	Use a parts diagram to locate a part for a customer	<input type="checkbox"/>
	Identify incompatible or customer modified parts	<input type="checkbox"/>
	Identify a part with an incomplete serial number	<input type="checkbox"/>
Sources parts	Record discrepancies to maintain accurate inventory levels	<input type="checkbox"/>
	Search suppliers for the most competitive price & availability	<input type="checkbox"/>
	Confirm supplier return/warranty policies & provide the information to the customer	<input type="checkbox"/>
	Inform customers of additional costs such as freight, tariffs & brokerage charges	<input type="checkbox"/>
Handles parts & materials	Dispose expired products as per manufacturer recommendations	<input type="checkbox"/>
	Identify incorrectly stored materials & products based on size or environmental sensitivity	<input type="checkbox"/>
Performs inventory control	Assess core return to determine eligibility	<input type="checkbox"/>
	Conduct physical inventory count to determine variances	<input type="checkbox"/>
Promotes products & services	Recommend marketing that appeals to the customer demographic	<input type="checkbox"/>
	Inform customers of manufacturer promotions that may apply to the product purchase	<input type="checkbox"/>
	Suggest alternatives to component replacement such as a rebuild or repair	<input type="checkbox"/>

All work performed in this checklist is to be done under the supervision and guidance of a certified journeyperson

# Parts Technician On-the-Job Checklist



	Level 2	Page 2/2
Red Seal Tasks	On-The-Job Duties	Completed
Performs shipping & receiving duties	Contact a supplier to expediate or rush a shipment	<input type="checkbox"/>
	Document damaged or missing materials during receiving & report to supervisor	<input type="checkbox"/>
	Obtain Return Goods Authorization (RGA) or Return Materials Authorization (RMA) from supplier	<input type="checkbox"/>
	Identify hazardous products & their shipping considerations	<input type="checkbox"/>
Processes financial transactions	Determines pricing level based on customer invoice	<input type="checkbox"/>
	Confirm the authorization of a customer's account	<input type="checkbox"/>
	Identify the type of return & processing procedure according to company policies	<input type="checkbox"/>
	Verify sales transaction data is entered accurately while maintaining customer privacy	<input type="checkbox"/>

All work performed in this checklist is to be done under the supervision and guidance of a certified journeyperson

# Parts Technician

## On-the-Job Checklist



	Level 3	Page 1/2
Red Seal Tasks	On-The-Job Duties	Completed
Communicates with others	Assess a new coworker's ability to perform a task & provide feedback	<input type="checkbox"/>
Provides services to internal customers	Identify discontinued items & remove from the inventory system	<input type="checkbox"/>
Provides general customer service & support	Prepare & present accurate customer quotes	<input type="checkbox"/>
	Provide customer with manufacturer's information & tutorials on recommended parts & products	<input type="checkbox"/>
	Recommend application of a credit hold for an outstanding customer account	<input type="checkbox"/>
Sources parts	Locate new old stock upon customer's request	<input type="checkbox"/>
	Determine shop stock levels based on inventory turnover	<input type="checkbox"/>
	Arranges rush/priority shipment to ensure that a product arrives as needed	<input type="checkbox"/>
Handles parts & materials	Organize warehouse & storage area based on product demand & company policy	<input type="checkbox"/>
	Identify sensitive products that require special storage considerations	<input type="checkbox"/>
	Use of forklift or powered pallet jack to move items	<input type="checkbox"/>
	Places inventory in designated location	<input type="checkbox"/>
Performs inventory control	Verify warranty applies to the part or product	<input type="checkbox"/>
	Verify the requirements of a part recall to determine eligibility	<input type="checkbox"/>
	Adjust inventory levels to meet seasonal or regional demand	<input type="checkbox"/>
	Create a non-bin located parts report & update inventory accordingly	<input type="checkbox"/>
Performs shipping & receiving duties	Contact a customer about a shipment & provide updates	<input type="checkbox"/>
	Validate shipping seals to ensure an undamaged product	<input type="checkbox"/>
	Determine if an alternative product can be obtained quicker or the product can be obtained from a sister store	<input type="checkbox"/>
	Verify shipping documents match the items picked & customer information	<input type="checkbox"/>

All work performed in this checklist is to be done under the supervision and guidance of a certified journeyperson

# Parts Technician On-the-Job Checklist



	Level 3	Page 2/2
Red Seal Tasks	On-The-Job Duties	Completed
Promotes products & services	Assemble a product display or promotion	<input type="checkbox"/>
	Create a list of customers that would benefit from digital marketing	<input type="checkbox"/>
	Identify related specialty products & their uses	<input type="checkbox"/>
	Identify & recommend available on-call services	<input type="checkbox"/>
Implements pricing formula	Research competition to determine pricing	<input type="checkbox"/>
	Verify & override pricing errors	<input type="checkbox"/>
Processes financial transactions	Verify the eligibility of a return according to company policies	<input type="checkbox"/>
	Reconcile daily transactions & ensure that inventory counts are adjusted	<input type="checkbox"/>

All work performed in this checklist is to be done under the supervision and guidance of a certified journeyperson

# Parts Technician On-the-Job Checklist



## Information Regarding the Checklist

Saskatchewan Apprenticeship and Trade Certification Commission's (SATCCs) On-The-Job Checklist provides a complete list of trade-specific Red Seal tasks for apprentices to complete under the supervision of a journeyman. This work should be completed prior to attending the technical training level under which the duties are listed (e.g. Level 1 completed prior to attending Level 1 technical training).

Completing this checklist will ensure that apprentices are exposed to the full scope of a particular Red Seal trade throughout their apprenticeship program. It will also help prepare apprentices for each level of technical training by performing work on-the-job relating specifically to topics covered later on. The trade-specific tasks listed have been reviewed by certified journeymen in Saskatchewan for their accuracy and have been set to an appropriate skill level.

An apprentice spends approximately 85% of their apprenticeship term training on-the-job. It is the both the apprentice and the employer's or journeyman's responsibility to supervise an apprentice's practical skills development during their program.

To promote transparency and consistency, this document aligns with the 2020 Parts Technician Red Seal Occupational Standard (Employment and Social Development Canada).

A complete version of the Occupational Standard can be found at [www.red-seal.ca](http://www.red-seal.ca)

### **Saskatchewan Apprenticeship & Trade Certification Commission (Regina)**

2140 Hamilton St Regina SK, S4P 2E3

Tel: (306) 787-2444

Toll Free: 1-877-363-0536

Website: [www.saskapprenticeship.ca](http://www.saskapprenticeship.ca)

### **Saskatchewan Apprenticeship & Trade Certification Commission (Saskatoon)**

603 45<sup>th</sup> Street West Saskatoon, SK S7L 5W5

Tel: (306) 933-8476

Toll Free: 1-877-363-0536

Website: [www.saskapprenticeship.ca](http://www.saskapprenticeship.ca)

### **District Offices**

Estevan (306) 637-4930

La Ronge (306) 425-4385

Moose Jaw (306) 694-3735

North Battleford (306) 446-7409

Prince Albert (306) 953-2632

Swift Current (306) 778-8945

Yorkton (306) 786-1394

**All work performed in this checklist is to be done under the supervision and guidance of a certified journeyman**

**1-877-363-0536**  
**[apprenticeship@gov.sk.ca](mailto:apprenticeship@gov.sk.ca)**  
**[saskapprenticeship.ca](http://saskapprenticeship.ca)**

