

2015 NOA Partsperson		moved to	
BLOCK A	COMMON OCCUPATIONAL SKILLS	MWA A	
<b>Task 1</b>	<b>Performs safety-related functions.</b>	<b>Task 1</b>	
1.01	Maintains safe work environment.	1.01	
1.02	Uses personal protective equipment (PPE) and safety equipment.	1.02	
<b>Task 2</b>	<b>Uses tools and equipment.</b>	<b>Task 2</b>	
2.01	Uses catalogues and price lists.	2.01	
2.02	Uses hand tools.	2.02	
2.03	Operates power tools.	2.03	
2.04	Operates warehouse tools and equipment.	2.04	
2.05	Uses measuring and testing tools and equipment.	2.05	
2.06	Operates business machines.	2.06	
2.07	Uses computers and digital devices.	2.07	
<b>Task 3</b>	<b>Organizes work.</b>	<b>Task 3</b>	
3.01	Uses work related documents.	3.01	
3.02	Prioritizes tasks.	3.02	
<b>Task 4</b>	<b>Communicates with others.</b>	<b>Task 4</b>	
4.01	Communicates in person.	4.01	
4.02	Communicates in writing and through illustrations.	4.02	
4.03	Communicates by telephone.	4.03	
<b>BLOCK B</b>	<b>CUSTOMER SERVICE</b>	<b>MWA B</b>	
<b>Task 5</b>	<b>Provides services to retail customers.</b>	<b>Task 5</b>	
5.01	Identifies retail customers' needs.	5.01	
5.02	Provides technical information to retail customers.	5.02	
<b>Task 6</b>	<b>Provides services to wholesale customers.</b>	<b>Task 6</b>	
6.01	Identifies wholesale customers' needs.	6.01	
6.02	Provides training opportunities and technical information to wholesale customers.	6.02	
<b>Task 7</b>	<b>Provides services to internal customers.</b>	<b>Task 7</b>	
7.01	Identifies internal customers' needs.	7.01	
7.02	Maintains inventory and records for internal customers.	7.02	
<b>Task 8</b>	<b>Provides general customer service and support.</b>	<b>Task 8</b>	
8.01	Prepares customer quotes.	8.01	
8.02	Provides no-fee value-added services and information.	8.02	
8.03	Records customer information.	8.03	
8.04	Implements product improvement programs (PIP).	8.04	
<b>BLOCK C</b>	<b>PARTS ACQUISITION</b>	<b>MWA C</b>	
<b>Task 9</b>	<b>Identifies parts.</b>	<b>Task 9</b>	
9.01	Identifies parts function.	9.01	
9.02	Identifies parts application.	9.02	
9.03	Identifies parts number.	9.03	
<b>Task 10</b>	<b>Sources parts.</b>	<b>Task 10</b>	
10.01	Searches inventory for parts.	10.01	
10.02	Identifies suppliers.	10.02	
10.03	Purchases parts.	10.03	
10.04	Arranges shipment of special orders.	10.04	
<b>BLOCK D</b>	<b>WAREHOUSING AND INVENTORY</b>	<b>MWA D</b>	
<b>Task 11</b>	<b>Handles parts and materials.</b>	<b>Task 11</b>	
11.01	Maintains storage design layout.	11.01	
11.02	Handles sensitive products.	11.02	
11.03	Rotates stock.	11.03	
11.04	Places inventory in designated location.	11.04	
<b>Task 12</b>	<b>Performs inventory control.</b>	<b>Task 12</b>	
12.01	Manages core and warranty inventory.	12.01	
12.02	Handles recalls.	12.02	
12.03	Maintains stock levels.	12.03	
12.04	Participates in periodic physical inventory count.	12.04	
<b>Task 13</b>	<b>Performs shipping and receiving duties.</b>	<b>Task 13</b>	
13.01	Verifies estimated time of arrival (ETA).	13.01	
13.02	Verifies incoming shipment.	13.02	
13.03	Resolves order discrepancies.	13.03	
13.04	Prepares for shipment.	13.04	
<b>BLOCK E</b>	<b>BUSINESS PRACTICES</b>	<b>MWA E</b>	
<b>Task 14</b>	<b>Promotes products and services.</b>	<b>Task 14</b>	
14.01	Displays products and literature.	14.01	
14.02	Recommends products to customer.	14.03	
14.03	Recommends services to customer.	14.04	
<b>Task 15</b>	<b>Implements pricing formula.</b>	<b>Task 15</b>	
15.01	Calculates additional costs.	15.01	
15.02	Overrides price.	15.02	
<b>Task 16</b>	<b>Processes financial transactions.</b>	<b>Task 16</b>	
16.01	Generates invoices.	16.01	
16.02	Accepts payments	16.02	
16.03	Processes customer returns.	16.03	
16.04	Processes day end reports.	16.04	

2020 RSOS Parts Technician		came from	
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1.01	Maintains safe work environment	1.01	
1.02	Uses personal protective equipment (PPE) and safety equipment	1.02	
<b>Task 2</b>	<b>Uses tools and equipment</b>	<b>Task 2</b>	
2.01	Uses catalogues and price lists	2.01	
2.02	Uses hand tools	2.02	
2.03	Operates power tools	2.03	
2.04	Operates warehouse tools and equipment	2.04	
2.05	Uses measuring and testing tools and equipment	2.05	
2.06	Operates business machines	2.06	
2.07	Uses computers and digital devices	2.07	
<b>Task 3</b>	<b>Organizes work</b>	<b>Task 3</b>	
3.01	Uses work related documents	3.01	
3.02	Prioritizes tasks	3.02	
<b>Task 4</b>	<b>Communicates with others</b>	<b>Task 4</b>	
4.01	Uses communication techniques	4.01, 4.02, 4.03	new subtask
4.02	Uses mentoring techniques		new subtask
<b>MWA B</b>	<b>Performs customer service</b>	<b>BLOCK B</b>	
<b>Task 5</b>	<b>Provides services to retail customers</b>	<b>Task 5</b>	
5.01	Identifies retail customers' needs	5.01	
5.02	Provides technical information to retail customers	5.02	
<b>Task 6</b>	<b>Provides services to wholesale customers</b>	<b>Task 6</b>	
6.01	Identifies wholesale customers' needs	6.01	
6.02	Provides training opportunities and technical information to wholesale customers	6.02	
<b>Task 7</b>	<b>Provides services to internal customers</b>	<b>Task 7</b>	
7.01	Identifies internal customers' needs	7.01	
7.02	Maintains inventory and records for internal customers	7.02	
<b>Task 8</b>	<b>Provides general customer service and support</b>	<b>Task 8</b>	
8.01	Prepares customer quotes	8.01	
8.02	Provides no-fee value-added services and information	8.02	
8.03	Records customer information	8.03	
8.04	Implements product improvement programs (PIP)	8.04	
<b>MWA C</b>	<b>Performs parts acquisition</b>	<b>BLOCK C</b>	
<b>Task 9</b>	<b>Identifies parts</b>	<b>Task 9</b>	
9.01	Identifies parts function	9.01	
9.02	Identifies parts application	9.02	
9.03	Identifies parts number	9.03	
<b>Task 10</b>	<b>Sources parts</b>	<b>Task 10</b>	
10.01	Searches inventory for parts	10.01	
10.02	Identifies suppliers	10.02	
10.03	Purchases parts	10.03	
10.04	Arranges shipment of special orders	10.04	
<b>MWA D</b>	<b>Performs warehousing and inventory</b>	<b>BLOCK D</b>	
<b>Task 11</b>	<b>Handles parts and materials</b>	<b>Task 11</b>	
11.01	Maintains storage design layout	11.01	
11.02	Handles sensitive products	11.02	
11.03	Rotates inventory	11.03	
11.04	Places inventory in designated location	11.04	
<b>Task 12</b>	<b>Performs inventory control</b>	<b>Task 12</b>	
12.01	Manages core and warranty inventory	12.01	
12.02	Handles parts inventory recalls	12.02	
12.03	Maintains inventory levels	12.03	
12.04	Participates in periodic physical inventory count	12.04	
<b>Task 13</b>	<b>Performs shipping and receiving duties</b>	<b>Task 13</b>	
13.01	Verifies estimated time of arrival (ETA)	13.01	
13.02	Verifies incoming shipment	13.02	
13.03	Resolves order discrepancies	13.03	
13.04	Prepares for shipment	13.04	
<b>MWA E</b>	<b>Applies business practices</b>	<b>BLOCK E</b>	
<b>Task 14</b>	<b>Promotes products and services</b>	<b>Task 14</b>	
14.01	Displays products and literature	14.01	
14.02	Uses digital marketing		new subtask
14.03	Recommends parts and products to customer	14.02	
14.04	Recommends services to customer	14.03	
<b>Task 15</b>	<b>Implements pricing formula</b>	<b>Task 15</b>	
15.01	Calculates additional costs	15.01	
15.02	Overrides price	15.02	
<b>Task 16</b>	<b>Processes financial transactions</b>	<b>Task 16</b>	
16.01	Generates invoices	16.01	
16.02	Accepts payments	16.02	
16.03	Processes customer returns	16.03	
16.04	Processes day-end reports	16.04	