

POSITION: Parts Specialist

LOCATION: Houghton, Michigan

CLASSIFICATION: Non-Exempt

REPORTS TO: US Parts Supervisor

Position Description

As the face of the organization, the Parts Specialist will provide excellent customer service through fast and accurate processing of parts orders. This will require constant communication and coordination with other departments to resolve inquiries. The Parts Specialist will require great attention to detail and diligent follow-up to ensure our customers receive parts quickly and efficiently. The Parts Specialist will act as a liaison between Customer Support, Purchasing and Shipping to ensure our customers success.

Principal Accountabilities

- Provide excellent customer service while assisting customers with inquiries regarding parts, pricing and general information related to parts
- Coordinate parts orders for customers including research, quotes, orders and resolve customer concerns
- Utilize of the company Enterprise Resource Planning (ERP) system to effectively manage the business relationship pertaining the parts sales process
- Resolve issues and process parts returned from customers
- Expedite priority parts orders
- Communicate order status and parts shortages to both internal and external customers
- Basic knowledge of all company product offerings
- Liaise with United Kingdom (UK) and China Parts personnel
- Prioritize, adapt and perform daily follow up calls and emails to meet the needs of customers when parts arrive and update customers of delivery dates
- Complete customer repair authorization and payment
- Work safely in an office and manufacturing environment and follow all company safety policies and procedures

Attributes

- Passion for the success of customers
- Ability to maintain a sense of urgency while being flexible in high-pressure situations
- Strong verbal and written communication skills to effectively deal with people at different organizational levels both inside and outside the organization
- Ability to maintain professional appearance and attitude
- Empathetic listener to aid in resolving customer issues or inquires
- Ability to embrace and drive change
- Ability to identify creative Solutions to resolve customer issues and develop alternative options
- Be accountable and take ownership

Education/Experience

- High School diploma or equivalent required
- Proficient computer skills required including order entry, Microsoft Office including Word and Excel
- 3-5 years' experience in a Customer Service role strongly preferred
- Spoken and written fluency in both English and Spanish preferred
- Experience working with and/or creating database reports preferred



Working Conditions

- Frequently remain in a stationary position such as sitting or standing for prolonged periods of time
- Ability to work extended hours as business needs dictate

Job Description Acknowledgement: I have received, reviewed and discussed any questions I may have had about this job description prior to signing this form.

Printed Name: _____

Signature: _____

Date: _____