



JOB TITLE: Parts Specialist

REPORTS TO: Parts Manager

RESUMES TO: Deborah M. Doud jobs@insingermachine.com

JOB DESCRIPTION:

Leading commercial appliance manufacture seeks a parts specialist to work within the service team. Self-motivated individual should be meticulously organized. You will have the ability to work with customers across the globe and the potential to grow within our company.

ESSENTIAL FUNCTIONS:

- Process parts orders
- Track order delivery for parts customers
- Support and assist with parts inventory management
- Assist with technical support in field when required
- Maintain status on open orders with purchasing and assembly
- Technical support on the phone or by e-mail
- Provide guidance regarding matters related to parts replacement
- Resolve customer and carrier disputes
- Other duties as required

QUALIFICATIONS:

- Knowledge of commercial ware washing industry is a plus
- Tech support experience is a plus
- Basic data entry
- Microsoft office, SalesForce, Alere accounting system
- Ability to read and understand mechanical drawings and pricing
- Basic mechanical and engineering knowledge preferred
- Detail oriented
- Excellent written and verbal communication skills
- Excellent customer service skills
- 3-4 years' previous work experience in sales, engineering or mechanical systems preferred
- Basis understanding of electrical systems, plumbing, gas and HVAC a plus

EEO/M/F/Disability/Vets/Affirmative Action Employer

We are an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, national origin, disability, protected Veteran status, or genetic information