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<b>Job Description Title:</b>	<b>Spare Parts Customer Service Representative</b>
<b>Department</b>	: Spare Parts
<b>Reports to</b>	: Spare Parts Manager
<b>Date Prepared</b>	: September 2020

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### **GENERAL ACCOUNTABILITY:**

The Parts Department Customer Service Representative is responsible for the delivery of outstanding service to our Customers. Incumbents will be responsible for the processing of order entries for Parts Sales and orders submitted by the dealer network into the O.E. module of in-house system (Epicor, Kanban system). This person will also be responsible for the maintenance of our Inventory stock levels, cost, pricing and sales margins within Epicor as well as the purchasing of parts.

### **SPECIFIC ACCOUNTABILITIES:**

- . Daily processing of Purchase Orders for Parts Sales Order requirements.
- . Daily processing of faxed and e-mailed Parts Orders and Phone Orders.
- . Assist with incoming Parts phone calls.
- . Process Service Orders submitted by our Service technicians.
- . Maintain Inventory Supplier pricing and Sales Margins accordingly.
- . Process in-house Service Order entries.
- . Coordinate special Parts and Service promotional offers in the form of e-mail or traditional mail-out brochures.
- . Assist with special projects as required.
- . Be able to do Parts Sales and have a good understanding of the machine components and Bill of Materials.
- . Assist Customers with Service direction re: "Down Machines" by forwarding information to Service Manager or Technicians
- . Troubleshoot Customer "breakdowns" over the phone through the diagnostic procedures to identify the issue and develop solutions including parts orders.
- . Provide quotes and parts information to both the dealers and end users.
- . Provides Sales information and records or reports any Sales or Customer data that the Company may require from time-to-time or implement to measure performance.
- . Complete any special projects as required. May be assigned to other areas of Operations, based on business or customer requirements.

**EDUCATIONAL BACKGROUND & EXPERIENCE REQUIRED:**

Completion of the minimum of a secondary school education along with a minimum of one years experience in a similar position is required including a strong mechanical background.

- Strong multitasking and communication skills
- Experience with Inventory Control systems (ERP, Kanban)
- Previous Customer Service experience
- Time Management Skills
- A good working knowledge of Microsoft Excel, Word, PowerPoint, Outlook and Access
- Candidates must have a good knowledge of our product range and the various spare parts associated with them.

*Please note: The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the job.*

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Employee Signature

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Date

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Manager Signature

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Date

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Human Resources Signature

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Date