



COMPANY: PROLIFT INDUSTRIAL EQUIPMENT, Louisville, KY

TITLE: PARTS SPECIALIST

HOURS/DAYS: 8:00AM –4:30PM; MONDAY – FRIDAY
(Overtime as needed) hours may vary slightly

EDUCATIONAL/JOB REQUIREMENTS: HIGH SCHOOL GRADUATE OR EQUIVALENT; 2 YEARS
EXPERIENCE PREFERRED; VALID DRIVING LICENSE & ACCEPTABLE DRIVING RECORD

JOB PURPOSE: To process parts orders and promote additional parts sales by providing for all the parts needs of both our internal and external customers. Ensure procedures are followed for inventory accuracy both physically and in the computer.

RESPONSIBILITIES include but not limited to:

- Answer parts telephone calls and wait on walk in customers promptly and courteously.
- Assist customers by researching parts from the manufacturer's parts manuals.
- Prepare parts quotes.
- Enter orders in the computer.
- Coordinate with Purchasing for computer maintenance.
- Coordinate setting up new customers in the computer.
- Ensure customer orders are delivered as promised and notified of parts back ordered, and expected time of delivery as soon as available.
- Foster increased customer service by suggested sales to meet the total customer needs.
- Assist mechanics with parts diagrams and identifying parts accurately.
- Post parts to work orders from the parts warehouse and off the service vans.
- Coordinate credit raises.
- Ensure all parts are billed out to a job before they are given to the mechanic
- Support the mechanics by processing orders in a timely manner.
- Physically pull parts for customers and assist in putting away stock.
- Perform physical inventory of parts from service vans, cycle counts, and annual physical count.
- Understand the computer parts system and how parts are affected by various transactions.
- Work with the Purchasing Department to ensure customer parts requirements are on order if not in stock.
- Ensure parts not sold are returned to vendors immediately.
- Ensure orders are processed with current pricing, cost, and freight.
- Utilize total company inventory to reduce surplus, and identify incorrectly ordered parts to the Parts Manager for return.

MINIMUM KNOWLEDGE AND SKILLS

- High School graduate.
- Basic technical knowledge of forklift components.
- Ability to understand computer systems
- Computer data entry.
- Excellent Customer Service Skills.
- Good phone skills.
- Basic mathematical ability.
- Parts department experience helpful.

AVAILABLE BENEFITS: MEDICAL, DENTAL, LIFE, DISABILITY, VACATION, PAID HOLIDAYS,
BEREAVEMENT/JURY DUTY LEAVE, PERSONAL DAYS, 401K, DIRECT DEPOSIT, SERVICE AWARDS.

Anyone interested in applying for this position should contact Maureen Giffin, Human Resources Manager, ProLift Industrial Equipment. Phone (502)267-2565, extension 160. Fax (502)267-2576.

EQUAL OPPORTUNITY EMPLOYER