

ELECTRIC MACHINERY COMPANY, INC.

Position: **Parts Administrator**

Reports to: Manager Aftermarket

Primary Objective of Position:

This position is accountable for interpreting customers' requirements and providing customer service/sales support by handling technical and commercial aspects for spare and replacement parts for all shipped E-M products not under warranty which involves estimates, quotes, order entry, proper scheduling, manufacture and shipment. Coordinates technical and commercial aspects with Engineering, Manufacturing, and Finance Department to assist customers with product needs.

Major Areas of Accountability:

1. Insures individual orders quoted and entered have gross profit levels which are at, or better than, current goals. Accurately interprets customer requirements and communicates through organization, correctly identifies components, estimates costs of manufacture, and establishes selling price. Develops repetitive cost and price data for use by others within the Parts Department. Helps maintain required departmental profit margin by recommending changes in pricing methods and procedures to assure proper markup on all parts and repairs.
2. Insures that orders are obtained as a result of proper handling and adequate assistance from other Company departments. Responsible for communicating the correct allocation of sales credit.
3. Recommends policy changes, as appropriate, to assure that departmental goals are met.
4. Represents Company in a manner which is conducive to maintaining good customer relations and acceptance of Company and its products and services.
5. Accurately enters and schedules production orders from customers, requisitions the purchase of material, expedites and coordinates through Engineering, Inspection, and Production Control personnel the manufacture to completion and shipment of orders. Maintains a current awareness of special requirements involved in handling municipal, government and export orders. Responsible for all related correspondence and administrative duties to satisfactorily handle all the requirements of position. Assures on-time shipment of orders through careful entry, scheduling and follow-up.
6. Pricing for non-stock parts orders is not covered by price lists and involves using procedures requiring interpretation and high degree of judgment in conjunction with cost estimates.

7. Resolves invoice disputes with customer and/or finance as required.
8. Maintains familiarity with E-M products and upgrades to provide customer technical support.
9. Demonstrates on-going commitment to Principles and Action of Total Quality Process.
10. Carry Parts Pager and Emergency phone on a need basis.

Knowledge, Skills, and Abilities:

- BS in Marketing, Business, Industrial technology, or 2+ years general customer service/sales experience in industrial equipment or technical field.
- Demonstrated sense of urgency to effect timely response and resolution to customer order problems.
- Demonstrated ability to keep multiple tasks and activities coordinated, prioritized, documented, and in motion or progress at one time.
- Demonstrated oral and written communication skills and proven ability to effectively deal with difficult customers.
- Demonstrated capability for social interface with internal and external customers as required to promote Company goodwill and achieve customer satisfaction excellence.
- Computer literate with knowledge of current operating systems, software common to business applications, and data entry experience.
- Fundamental math skills.
- 2+ years experience in resolving customer complaints and collections.
- Physical ability to travel freely within manufacturing and office facilities. This requires climbing stairs and moving over, around, and about shop machinery and in-process apparatus in a safe manner.
- Physical ability to climb a ladder and safely maneuver the engineering files contained in EM vault.
- Physical ability to lift and carry 25 pounds.