

# Parts Coordinator

Earl Horst Systems Ltd.

## The opportunity

The Parts Coordinator will work at our head office in Elmira, ON – controlling and monitoring inventory in our warehouse, yard, and parts department and working within a larger team to provide top-notch customer service to internal and external clients.

The ideal candidate for this position will have a passion for ag, possess a strong mechanical background, and be committed to providing industry-leading service to every customer during every interaction. S/he will be self-motivated – eager and able to anticipate what needs to be done and then making it happen!

We promote from within - success in this role will lead to greater opportunities and compensation. This is an excellent opportunity for an ambitious, career-oriented individual to join an established and successful organization.

## Responsibilities

### *Customer Service*

- Provide prompt and courteous service to our field foremen at the parts counter and over the phone
- Fill orders from the Operations Team and Service Team in a timely and cost effective manner
- Assist with external customer orders over the phone and in person
- Develop a thorough understanding of the Company's products, capabilities, and services

### *Ordering, Shipping & Receiving*

- Source parts not in stock, including hard to find or OEM parts
- Special order parts on an emergency basis when necessary and appropriate
- Write sales orders in accordance with company procedure
- Receive parts into inventory
- Process shipping and receiving documents
- Track and report on backorders
- Handle warranty or defective parts for customers in accordance with company procedures

### *Inventory Maintenance/Control*

- Maintain an accurate and effective parts inventory control system using existing tools
- Maintain adequate inventory levels to support field foremen and crews in their day-to-day operations
- Keep parts room clean and organized
- Maintain confidentiality of pricing lists and structures as required by company procedure

### *General Duties*

- Adhere to all Company safety standards
- Support warehouse functions as required
- Help keep the warehouse and yard clean and well-organized
- Operate forklift when required
- Complete all other duties as directed by the Parts Supervisor

## Qualifications

- A background in agriculture
- Excellent customer service skills
- Strong interpersonal skills and relationship building capabilities
- Outstanding organizational skills
- Strong mechanical background and aptitude
- Demonstrable ability to use Microsoft Excel and Outlook at an intermediate level
- 2+ years of experience installing, servicing or selling agricultural equipment preferred
- Ability to safely and repeatedly lift 5 lbs to 60 lbs

*Accommodations are available upon request for candidates taking part in all aspects of the selection process for this position.*