



JOB DESCRIPTION

Title: Aftermarket Parts & Service Specialist **Date:** August 6, 2025

Classification: Hourly (Non-Exempt) **Reports to:** Manager, Aftermarket Parts & Service

Job Summary:

Responsible for handling incoming phone calls requesting parts, service, or dealing with warranty issues. Share responsibilities for parts sales load, especially during vacations of co-workers within the department. Work on own with minimal supervision. Reports to the Manager, After Market Parts and Service.

Responsibilities:

- Provided prompt and polite service to both internal and external customers
- Takes parts orders via phone or email
- Enters parts orders into the ERP system
- Assist occasional walk-in customers
- Verify with vendors pricing and availability of special order parts and notify purchasing that orders can be placed
- Create recommended spare parts lists for completed boilers
- Follow-up with vendors to ensure open orders are on time
- Assist with providing customer quotes for parts and shop-built items promptly
- Assist customers with boiler-related questions
- Research customer inquiries with the proper staff for when a technical response is needed
- Perform other related duties as required

Skills/Abilities Required:

- Must be able to communicate verbally and in writing
- Able to follow both verbal and written instructions
- Able to communicate clearly over the phone with customers
- Basic knowledge of manufacturing, and strong mechanical and electrical knowledge
- Basic computer skills including Excel spreadsheets, Microsoft Word, and email
- Accurate data entry and attention to detail
- Able to sit for long periods at a computer
- Have the ability to grasp, stoop, squat, or perform duties with reasonable accommodation
- High School Diploma (or GED equivalency) required
- Able to maintain regular and reliable attendance