



External Job Posting

Customer Service & Parts Specialist

Reports to: Sales Manager

Dept.: Ag Mfg Sales

FLSA Status: Non-Exempt

Full-Time

SUMMARY: Interact with customers and provide a high level of support while addressing inquiries and resolving complaints.

DUTIES & RESPONSIBILITIES: The Customer Service Parts Specialist will oversee the replacement parts inventory for the company's tillage products, maintain accurate records, purchase required parts for sold units, and provide a high level of customer support.

Specifically,

- Interacts with customers via telephone, email, online chat, or in person to provide support and information on an assigned product or service.
- Field customer questions or complaints.
- Collects and enters orders for new or additional products or services.
- Ensures that appropriate actions are taken to resolve customers' problems and concerns.
- Administers warranty claims; ensures all pertinent information is submitted; works closely with product support team to approve/ deny claims.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Uses knowledge of a specific product, service, or other assigned area of expertise to answer inquiries or to forward to the appropriate staff.
- Oversees computerized parts catalog system and monitors inventory of regular and special-order parts and supplies.
- Works closely with purchasing on sources for replacement parts and assemblies.
- Maintains knowledge of pricing, changes in parts, and technical service bulletins through collaboration with sales and other company staff; consistently monitors parts margins and competitor pricing.
- Administers regular dealer parts programs.
- Regular attendance is an essential function.
- Performs other related duties as assigned.

EDUCATION & EXPERIENCE AND SKILLS & ABILITIES:

1. High school diploma or equivalent required.
2. At least two years of experience in manufacturing parts warehouse, customer service, dealership, or similar facility highly preferred.
3. Customer service experience required.
4. Some experience with the product or service to which the specialist will be assigned preferred.
5. Excellent communication skills including active listening.
6. Service-oriented and able to resolve customer concerns.
7. Knowledge of, or ability to learn, product and area of customer service specialization.
8. Proficient computer skills with Microsoft Office Suite or related software.
9. Excellent organizational skills.
10. Basic understanding of tillage parts and mechanical systems.
11. Basic mathematical skills to develop and maintain invoices and inventories.
12. Proficient with or able to quickly learn the inventory system.

SAFETY / PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is required to sit, stand, walk, talk and hear in an office environment, utilizing computers/monitors and office equipment; required to lift up to 25 lbs. on occasion. Prolonged periods sitting at a desk and working on a computer. Must wear proper PPE while in Production. Accountable to all safety policies and procedures. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation based upon experience. Full time employees are eligible to receive a competitive benefits package which includes group health, dental, vision, life and disability insurances, 401k with match, Paid Time Off and more! To be considered for this opportunity, please complete an online application at www.mcfarlanefg.com; apply in person at McFarlanes', 780 Carolina Street, Sauk City, WI; or email resume to HR@mcfarlanemfg.com