



Reliant Fire Apparatus, Inc. Job Description

Reliant Fire Apparatus is an Equal Opportunity/Affirmative Action Employer

Summary: The position of the Fire Apparatus Parts Specialist within the service department of Reliant Fire Apparatus, Inc. will be under the general supervision of the company executive officers. The Fire Apparatus Parts Specialist will be expected to order and track all service repair parts, order and tracking of all direct to customer sales, promotion of parts sales to increase parts accounts and sales, and generating and supervising daily parts reports for customer and service center updating.

These tasks will involve, but not be limited to, communication with service center managers and technicians with parts status, updating customers on parts status of all direct sales, picking and shipping of parts from the Reliant warehouse, maintaining an accurate count of inventoried items, developing plans and coordination of shop supplies and suppliers, processing returns of parts, boxing and returning of warranty parts, and tracking of all ordered parts.

Essential Duties and Responsibilities: The position of Fire Apparatus Parts Specialist within the service department of Reliant Fire Apparatus, Inc. will include the following essential duties and responsibilities, at a minimum, with other duties available for assignment based on situations.

The below are intended to describe the general nature and level of work being performed by people assigned to this job classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

- Identification of all parts
- Taking all incoming parts orders via email or phone and placing orders with the appropriate vendors
- Updating all customers with parts lead times and tracking information
- Logging and tracking of all out of service parts and expediting where needed
- Logging and tracking of all service center parts and expediting where needed
- Logging and tracking of all customer parts and expediting where needed
- Creating and supplying parts quotes to customers and service center for repair quotes
- Keeping an accurate account of inventory by doing cycle counts of the parts stockroom
- Pick, box, and ship all orders from the Reliant warehouse
- Perform customer returns and the issuing of credits and paperwork between the customer and the OEM
- Analyzing parts sales and assessing required stock parts and stocking levels
- Placing all stock orders with vendors
- Identification, ordering, and organizing of all parts for preventive maintenance
- Keeping inventory counts of mobile units and doing cycle counts for accuracy
- Restocking of parts and fluids in mobile units
- Tagging, boxing, and returning of all warranty parts
- Receiving in shipments and distributing the parts accordingly
- Maintain a clean and professional parts counter and stock room
- Develop customer relationships to grow parts sales and reach out to new departments for any potential parts needs



- Check in and out all parts for service center work orders
- Maintain contact with customers and work to ensure positive, healthy relationships
- Maintain contact with all applicable vendors/brands represented by Reliant in the market area to ensure a professional and healthy relationship
- Demonstrate ability to interact and cooperate with all company employees
- Work daily to promote Reliant Fire Apparatus' branding, including its vision, mission and image
- Maintain a neat and organized work area at all times for professional appearance

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED), mechanical aptitude preferred, ability to communicate effectively with customers and employees, ability to maintain organized records and information. Experience with computer software systems and ability to learn new systems for identification of parts, quoting, placing of orders, and reporting.

Language Skills: Ability to read and interpret documents such as safety rules, vendor catalogues, service and part bulletins, and upgrade procedures. Ability to write effectively to customers via email with updates and order statuses. Ability to speak effectively before customers or employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, calculator and telephone. Ability to routinely utilize software systems for all documentation and aptitude to learn new systems.

Equipment:

- Will be provided with company required computer and software systems for operation within the service center

Knowledge Skills and Other Abilities:

- Ability to identify parts using vendor catalogues and databases
- Use of computerized systems to monitor, document, and process parts orders and quotes
- Using Excel to generate and track reports of different classes of parts
- Ability to effectively communicate and interact with employees to provide updates on parts so units can be scheduled with the service center
- Ability to effectively communicate and interact with customers to establish and maintain a strong parts relationship
- Ability to get along and work effectively with others



- Ability to be a good team member in a family style environment where everyone is treated with honesty, integrity and respect

Physical and Emotional Demands: 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.

While performing the duties of this job, the employee is frequently, required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must be able to lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud. The employee works near moving mechanical parts and is exposed to fumes, particles and toxic or caustic chemicals.