

### **Brabazon is looking for a full-time Parts Specialist**

This team member will research repair parts for compressed air equipment and create parts quotes, as well as performing back up duties to the compressor parts department. For the right candidate, there is the opportunity to learn branch Shipping & Receiving duties, as well as perform as a back up to the Service Manager when they are away from the branch.

#### **This job is for you if you:**

- Want fulfilling work that allows you to help provide a great customer experience
- Have a talent for reasoning and logical thinking to come up with solutions
- Are meticulous about being accurate and thorough
- Enjoy working in an energetic and professional yet casual environment

#### **You will be at the top of our candidate list if you...**

- High School Diploma / GED equivalent is required; a 2-year degree or higher is desired.
- Three (3) years of technical customer service or parts sourcing experience is required.
- 2 – 3 years of previous experience with industrial equipment is highly preferred.
- Strong mechanical aptitude and understanding of parts sourcing and research.
- Intermediate to advanced computer skills with Microsoft Word, Excel, and Outlook, and CRM.
- Self-motivated with a strong sense of customer service.

#### **Success in this role looks like...**

- Someone who is self-motivated and a team player
- A high level of organizational skills with attention to detail
- Holding yourself to high standards of accountability to the team and to the customers
- Effective communicate with people both inside and outside the organization

#### **More details...**

- Receives internal service center repair parts requests via email and phone
- Researches requests and reviews equipment operation and parts manuals. Reach out to suppliers to ensure correct parts are identified and sourced.
- Follows company procedures to determine correct vendor to source parts. Verifies parts identified meet repair, lead time and pricing requirements.
- Contacts purchasing department for part setup and/or pricing & vendor updates.
- Updates/verifies customer unit records in ERP/business system.
- Working knowledge of maintenance on compressors, air treatment systems, & other compressed air system ancillary equipment.
- Has knowledge of company product lines, pricing tables, various marketing promotional services as well as internal procedures and company software.
- Excellent attendance, punctuality and a positive attitude are essential to this position.

#### **Secondary Functions**

- Assists Purchasing with Shipping & Receiving duties in parts labeling, cycle counting inventory, bin locating parts, shipping parts & equipment & receiving parts & equipment.
- Back up for answering incoming branch phone calls.
- Work with Service Manager to create compressor repair quotes.
- File Service tickets, packing lists, etc.
- Serves as a back up to Service Coordinator / Service Manager when they are out of the office
- Acquisition RMAs from vendor and ensures items get back to vendor.
- Provides inside support for the Service team.

As you progress in this role, there is the potential for additional functions that provide opportunities for personal growth and development. Our goal is to provide a challenging and motivating work experience for all our team members.

At Brabazon, we are the trusted experts in compressed air. Specializing in sales and service, we are the Midwest's largest distributor of compressed air, vacuum and pump products. We are proud and passionate about being a team of experts in our industry who always put the customer first. Our growth mindset means we are continually innovating and utilizing up to date technology, while keeping the safety of our team and customers a top priority.

We hire the best talent in the industry to be part of the team. If you feel you are up for a great challenge and are aligned with what we are looking for, we would like to hear from you!

**Benefits you will receive include** health, dental, vision, life and disability insurance, flexible spending account, PTO, holiday pay, and a 401(k) program.