

All-Lift is looking for an enthusiastic **"Parts Specialist"** who is customer service oriented to join our growing team. All-Lift has been in business since 1976 and the official dealer of UniCarriers, Combilift, Aisle-Master and Factory Cat currently employees approximately 70 people and growing.

Come and join our dynamic team!!

Job description and responsibilities:

- Experience with Forklift Parts supply a must! Experience with e-commerce a big plus.
- Receive and fill orders for parts, via phone, e-commerce, email, customer visit, etc.
- Take product orders from customers / Process sales or other transactions.
- Fill customer orders from stock and place orders when requested items are out of stock.
- Read catalogs, computer displays to determine replacement part stock numbers and prices.
- Gather customer or product information to determine customer needs.
- Determine replacement parts required, according to inspections of old parts, customer requests, or customers' descriptions of malfunctions.
- Assist customers, such as responding to customer complaints and updating them about back-ordered parts.
- Explain technical product or service information to customers.
- Locate and label parts and maintain inventory of stock.
- Monitor and maintain inventories of products or materials.
- Mark and store parts in stockrooms according to prearranged systems.
- Arrange delivery of goods or services.
- Manage shipments by researching shipping methods or costs and tracking packages.
- Analyze shipping information to make routing decisions.
- Maintain and clean work and inventory areas.
- Examine returned parts for defects, and exchange defective parts or refund money.
- Advise customers on substitution or modification of parts when identical replacements are not available.

All-Lift Ltd offers an extensive benefit package containing Employee life insurance, AD & D, LTD, Healthcare, Dental, Medical and Prescription drug plan.

Job Type: Full-time