



Customer Service and Spare Parts

Reports to: Customer Service & Spare Parts Team Leader
Date: 3/8/18

Division: DRS
Approved: Bill Heslip

JOB SUMMARY:

Conduct aftermarket business, to include but not limited to, parts sales, service, repairs and information inquiries with existing and future customers.

ESSENTIAL FUNCTIONS:

- Receive and process parts orders from customers
- Send Sales order acknowledgments
- Follow up and expedite sales order that are past due
- Process drop ship purchase orders to suppliers when required
- Turn in freight charges on sales orders that shipped direct from suppliers
- Be fully engaged in our customer's e-commerce solutions (DSSI, 7iBuy, etc.)
- Reply to quote requests in the media requested by the customer (fax, email, phone, etc.)
- Follow up on quotes and provide win/loss details in database
- Work directly with suppliers on new items for costing and send to purchasing for item set up
- Coordinate same day deliveries either from DRS stock or off site supplier stock – same day deliveries should be given high priority
- Issue RMA numbers and track the associated paperwork and goods that are to be evaluated, repaired or returned
- Work with Accounts Receivable staff to set up new accounts, change of address requests
- Maintain existing customer shipping profiles, set up new customers profiles
- Complete Export Control Customer Profile (5 questions) with all potential new customers
- Provide support to Service Techs and Pump technical sales staff
- Maintain accurate record keeping of sales order (electronically)
- Assist in year-end physical inventory

ADDITIONAL RESPONSIBILITIES:

- Other duties as directed by the Team Leader or the Aftermarket Manager

JOB REQUIREMENTS:

Proficient with MSOffice, Excel, Word and Outlook is preferred
Proficiency with Sage Platinum for Windows is preferred
Must be fluent in the English Language – verbally and written
Must have the legal right to remain and work in the United States

Employee Acknowledgment:

I acknowledge receiving a copy of my job description and I have discussed my duties with my immediate supervisor. I agree with the document as written.

Signature: _____

Date: _____