



Laboratory Certification Services, Inc.

Job Description

Job Title: Parts Specialist

Reports To: HR Manager

FLSA Status: Non-Exempt

Summary: Parts Specialist has the responsibility to ensure the parts for jobs are ordered promptly, ensure the parts inventory and field expendables that we keep on hand is available as needed, creates invoices and estimates of parts for repairs.

Essential Duties and Responsibilities:

- Utilize QuickBooks to create and send Vendor PO's and client estimates for needed parts and in-field products
- Review upcoming repairs and parts needed to complete them
- Receive deliveries and prep parts for service
- Track and maintain parts and field expendables inventory
- Responsible for Return Merchandise Authorization's (RMA)
- Manage shipping account and charges
- Maintain equipment calibrations
- Answer emails and phone calls from clients and vendors
- Invoice all warranty and repair work completed
- Other duties as assigned
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Competencies:

- **Quality Management** Refers to being dedicated to providing the highest quality products and services which meet the needs and requirements of internal and external customers
- **Cooperation:** Refers to the ability to establish and maintain effective relations. Exhibits tact and consideration. Displays positive outlook and pleasant manner. Offers assistance and support to co-workers. Works cooperatively in group situations. Works actively to resolve conflicts.
- **Care and Use of Equipment:** The extent to which the employee is able to perform all maintenance and operations checks of job related equipment.
- **Learning Skills:** Learns quickly when facing new problems. Open to change. Analyzes both successes and failures for clues to improvement. Experiments and will try anything to find solutions. Enjoys the challenge of unfamiliar tasks.
- **Customer Service:** Refers to the ability to satisfy the expectations and requirements of customers. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly. Handles difficult situations.
- **Dependability:** Refers to the ability to be trusted or relied upon to act in the way required or expected.

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 DED or High School Equivalence Certificate) or minimum of 2 years' experience and preferred Forklift Certification.
- **Language Skills** - Ability to read, analyze, and interpret documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to interact clearly and effectively, in both written and oral communication, with supervisor, clients, staff, vendors, etc. Ability to problem solve and work with clients and/or team-mates to ensure the issue is resolved quickly and efficiently. Ability to build consensus and relationships among managers, clients, and employees.
- **Computer Skills**- General computer knowledge including but not limited to: Adobe, Excel, Word, Visio, Internet Explorer, M-Files, and Microsoft Outlook. QuickBooks is also a plus.

Physical 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.
- Regularly requires sitting for prolonged periods of time. May also require some lifting of supplies that are received in-house.
- Must have command of all senses: sight, vision and speaking in a clear and concise manner. Specific vision abilities required include close vision, depth perception, and the ability to adjust and focus. Must hear and speak well enough to conduct business over the telephone or face to face for long periods of time.

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