



DECREASE YOUR COSTS

*INCREASE YOUR MOBILITY®*

October 10, 2021

## Parts Support Representative

### TOWHAUL CORPORATION DBA SMITH EQUIPMENT USA

Title: Parts Support Representative

Salary: TBD - researching ...

#### RESPONSIBILITIES (include but are not limited to)

Handle day to day parts requests from TowHaul clients including pricing, quoting, processing and follow up.

- Responsible for accurate pricing and quoting of TowHaul OEM parts
- Work with engineering and production teams to provide estimated lead times for delivery
- Customer communication and follow up throughout the process
- Report problem areas to applicable internal team (service, engineering, sales, executive)

#### REQUIREMENTS

- Ability to work in a dynamic, fast-paced environment managing multiple projects simultaneously
- Demonstrated ability to communicate, present and influence credibly at all levels of the organization
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to follow specific instruction, manage multiple projects at a time while paying strict attention to detail with a high level of accuracy
- Demonstrated ability to follow direction
- Excellent organizational skills, with an ability to prioritize important projects and meet deadlines
- Excellent documentation skills
- Strong phone, email and in-person communication skills
- Good problem-solving skills
- Minimum 2 years of customer service experience
- Contract experience
- Must be proficient in MS Office, CRM and good computer skills
- Valid driver's license
- Must be able to lift 50 lbs.
- Proven work experience