Parts Support Representative November 2023

***TowHaul***, a leading manufacturer of off-road mining equipment, is currently seeking an experienced person for a full-time support position in the Service Department. This individual would be responsible for supporting the Service department in a variety of areas: Handle Day to day parts requests from TowHaul clients including pricing, quoting, processing and follow up.

Responsibilities

* Responsible for the accurate quotation of TowHaul OEM parts
* Responsible for processing and tracking of customer orders for TowHaul OEM parts.
* Work with engineering, systems, purchasing, and production teams to provide estimated lead times for delivery.
* Customer communication and follow up throughout the quotation and order process.
* Report problem areas to applicable internal team (service, engineering, sales, executive)

Qualifications required

* Minimum 2 years of customer service experience
* High level of accuracy and attention to detail
* Strong written and verbal communication skills
* Must be proficient in MS Office, CRM
* 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.
* Must be able to work effectively with both internal and external customers.
* Valid driver’s license

Qualifications desired

* Ability to read, understand, and decipher parts manuals and technical drawings.
* **Experience utilizing Epicor ERP software.**
* Experience using SolidWorks a plus.
* Foreign language skills a plus

Success factors/job competencies

* Strong team contributor
* Excellent communication and listening skills.
* Loyalty and commitment to ***TowHaul***’s culture of innovation
* Highly detailed and highly accurate
* Must be able to accurately follow instruction.

Physical demands and work environment

The physical demands and work environment described here are typical, however not intended to be all-inclusive and are subject to change per the environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions for the position.

Required to sit and stand at workstation.

**Expectations**

All employees are expected to interact with other members of the organization in a professional and respectful manner, with the goal of producing on-time and high-quality work being the highest priority. All employees must maintain excellent communication with supervisors and engineers and a professional attitude and approach to issues within the company.

We are a drug free workplace and require pre-employment testing.

**Benefits of Employment**

In addition to excellent career growth opportunities, Federal Signal Corporation offers a wide array of benefits including: bonus potential, insurance (life, medical, dental, vision), paid holidays, paid vacation, and 401(k) with matching contributions. We provide our employees with a smoke-free, drug-free workplace.

**About Us**

For over 40 years, TowHaul has been dedicated to designing and manufacturing the most reliable, efficient, and adaptable off-road equipment in the mineral extraction industry. Driven by customer need, we have created custom solutions for towing and hauling in the most extreme conditions on Earth. From the Australian Outback to the Arctic Circle, TowHaul creates products that meet and exceed our customers’ towing and hauling needs.  For more information visit [www.towhaul.com](http://www.towhaul.com).

We are a “Solution Driven” manufacturer for the mining industry.  At Ground Force Worldwide we design, engineer and manufacture the World’s Finest Mine Support Equipment. We offer a diverse product line for surface & underground mining and have trucks working in over 60+ countries worldwide. We have been providing our customers and dealers with custom solutions for over 30 years. Our history of innovation and strong customer relationships around the world prove us a World Leader in our industry. For more information, visit [www.gfworldwide.com](http://www.gfworldwide.com).

Federal Signal Corporation (NYSE: FSS) builds and delivers equipment of unmatched quality that moves material, cleans infrastructure, and protects the communities where we work and live. Founded in 1901, Federal Signal is a leading global designer and manufacturer of products and total solutions that serve municipal, governmental, industrial and commercial customers. Headquartered in Oak Brook, IL, with manufacturing facilities worldwide, the Company operates two groups: Environmental Solutions and Safety and Security Systems. For more information on Federal Signal, visit: [www.federalsignal.com](http://www.federalsignal.com).

The Company is an equal opportunity employer. Qualified applicants will not be discriminated against on the basis of, and will receive consideration for employment without regard to, race, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, genetic information, status as a protected veteran, or any other protected category, characteristic, or trait under applicable law. If you require reasonable accommodation in the application process, contact Human Resources at [HR@federalsignal.com](mailto:HR@federalsignal.com). All other applications must be submitted online.