



Parts Specialist – Part Time

Job Overview:

Help us bring Joy to people. That's really what we do. The equipment and products we sell, and service help our customers bring a smile to their clients.

Rocky Mountains Distributing (RMD) is a full-service provider and distributor for industry leading restaurant equipment manufacturers including the exclusive distributor for Taylor Company including equipment, parts, and service for all Taylor Restaurant equipment. World class equipment including Soft Serve Ice Cream, Shake, Frozen Yogurt, Smoothies, Gelato, Custard, Frozen Beverage, and Commercial Grills. RMD also handles sales, service, distribution, and installation for other manufacturing lines including TurboChef, Blodgett, Pitco, Concordia, Follett Ice, IceTro, Broaster, Flavor Burst and Zumex Juice machines. We work with a wide variety of food service establishments finding the right equipment solutions and avenues to be more profitable for our customers.

As a Parts Specialist you will be responsible for maintaining an extremely elevated level of customer service and professionalism including taking telephone, internet, email, and “walk-in” counter orders. Filling, boxing, crating, and shipping these orders, placing vendor orders, and helping facilitate adequate inventory levels.

Job Summary

Responsibilities:

- Receive, inspect, and store all parts inventory, ensuring accurate logging of quantities and condition.
- Maintain a systematic approach for the storage of parts to enable easy retrieval and dispatch.
- Process customer orders for parts and checking availability.
- Provide technical information about parts to customers, technicians, responding to inquiries via phone, email, or in person.
- Use computerized inventory systems to manage and track the inventory of parts.
- Maintain the parts room and inventory areas in a clean and orderly manner.
- Ensure proper safety protocols are followed in the storage and handling of parts.
- Process returns and warranty claims, ensuring customer satisfaction.
- Assist with regular inventory audits, identifying discrepancies and updating records accordingly.

Requirements:

- High School diploma or equivalent.
- Previous experience in a parts or inventory role, preferably in the restaurant industry.
- Knowledge of restaurant equipment and associated parts is highly desirable.
- Excellent organizational skills with the ability to manage multiple tasks simultaneously.
- Proficiency in using computerized inventory management systems.
- Excellent communication skills, with the ability to explain technical information in a clear and concise manner.
- Physical ability to handle and organize heavy equipment parts.
- Commitment to safety procedures and protocols.
- Strong problem-solving skills and attention to detail.
- Ability to work independently and as part of a team.

Job Functions:

- Relentlessly deliver high quality amazing work.
- Provide high level customer service including receiving telephone calls, communicating with sales, support staff, branches and customers as required.
- Assists with additional administrative duties as needed/directed.
- Live and breathe RMD's Five Core Values, "Hungry, Customer-Focused, Team, Spark and Innovation."
- Work with the entire RMD team assisting and supporting fellow team members where needed.
- Work with service technicians to keep vehicles stocked with approved parts.
- Take telephone orders and enter them into a proprietary computer system.
- Receiving part orders from vendors and recording into computer system.
- Always maintain a professional attitude and appearance.
- Providing customers with telephone support for parts replacements.
- Assessing and completing parts orders quickly, efficiently, and accurately
- Embrace a team attitude with exceptional customer relationship skills
- Initiative-taker and capable of working with minimal oversight.
- Ability to read operating and service manuals.
- Must be able to pass a background check and drug screen
- Current driver's license with satisfactory driving record
- Interpreting and complying with all company policies and procedures.
- Performs other duties as requested.

Physical Requirements/Working Conditions:

- Standing, sitting, walking, and potentially driving a vehicle for extended periods of time.
- Carrying and moving large pieces of equipment.
- Ability to lift a minimum of 75 pounds
- Sitting for extended periods of time, repetitive motions, and prolonged computer use
- Excellent customer service skills
- Ability to lift, carry, pull, push components and/or equipment to assess, set-up or maintain units.
- Exposure to noise, heat, cold, slippery, and wet conditions
- Exposure and ability to work in the office, shop, warehouse, and kitchen environments.

Qualifications and Skills:

- High School diploma. Legally authorized to work in the U.S.
- Experience in a technical role with an elevated level of customer interaction is preferred
- Experience working in refrigeration, appliance repair, mechanical or electrical fields is beneficial.
- Must possess excellent customer service skills, with the ability to ask probing questions and understand and resolve customer concerns.
- Experience in a high-volume parts organization or distribution system is preferred.
- Must be proficient in working with Microsoft Office 365 Suite
- Experience with "Southware" computer software a plus.
- Highly organized with demonstrated multi-tasking skills. Meticulous and detail oriented.
- Must be able to communicate effectively in English, both written and verbal. Any second language is an asset.

This part-time position offers flexible scheduling, but the ability to work during business hours and during peak business periods is required. The Parts Specialist will report directly to the Parts Manager and will work closely with other team members to ensure the efficient operation of our distribution center.