Shop Parts Expeditor

Position Summary

The Shop Parts Expeditor supports the Service Department by coordinating the ordering, tracking, receiving, and distribution of parts needed for equipment repairs and maintenance. This position works closely with service personnel and vendors to ensure parts are procured and delivered in a timely manner, helping maximize technician efficiency and customer satisfaction.

Key Responsibilities

Parts Procurement and Coordination

- Work directly with the Service Department to identify and source parts required for equipment repairs.
- Research and accurately identify parts using manufacturer catalogs, vendor resources, and electronic parts systems.
- Enter parts orders into the dealership management system accurately and timely.
- Place orders with manufacturers and vendors and ensure prompt processing.
- Monitor and track outstanding orders to ensure timely delivery.

Vendor and Order Management

- Follow up with vendors regarding order status, availability, pricing, and expected ship dates.
- Communicate order status and delivery updates to Service Department personnel.
- Resolve order discrepancies, shortages, and shipping issues with vendors.
- Maintain accurate purchase order and order status records.

Receiving and Distribution

- Receive incoming shipments and verify parts against purchase orders and packing slips.
- Inspect received parts for damage and accuracy.
- Distribute parts promptly to service technicians and shop personnel.
- Assist in maintaining an organized parts storage area and inventory system.

Administrative Support

- Maintain accurate documentation and records related to parts orders and receiving.
- Assist with inventory management and stock replenishment activities.
- Utilize computer systems to track, process, and report parts-related transactions.
- Perform additional duties and special projects as assigned by management.

Qualifications/Experience

- Previous parts department, service department, or equipment dealership experience preferred.
- Experience identifying and sourcing equipment parts required.
- Agricultural parts experience preferred.

Education

- High School Diploma or GED required.

Computer Skills

- Strong computer skills required.
- Experience with parts management, inventory, or dealership software preferred.

Required Skills and Abilities

- Strong organizational and time-management skills.
- Excellent verbal and written communication skills.
- Attention to detail and accuracy in order processing.
- Ability to prioritize multiple tasks and meet deadlines.
- Strong customer service and internal support skills.
- Ability to work effectively with service technicians, vendors, and management.
- Problem-solving and follow-through capabilities.
- Dependable, self-motivated, and team oriented.

Work Environment

- Primarily works in a warehouse, and shop environment.
- Frequent interaction with service technicians, vendors, and customers.
- May require occasional lifting, carrying, and movement of parts and materials.
- Ability to work in a fast-paced environment while maintaining accuracy and attention to detail.

Core Competencies

- Parts Identification & Sourcing
- Order Processing
- Inventory Control
- Communication
- Customer Service
- Organization
- Attention to Detail
- Accountability
- Teamwork
- Time Management