**Job Title:** Parts Service Manager, Machine Tools **FLSA Status:** Exempt

**Department:** **Reports To:** Machine Tool Group Manager

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**Primary Functions and Responsibilities:**

* Installs and demos new or modified equipment at Customer’s facility, dealer or Toolmex locations to ensure full functionality according to specifications.
* Reviews performance reports and documentation from customers and field representatives. Inspects malfunctioning or damaged products to determine nature and scope of problem. Maintains records of performance reports.
* Analyzes inspection findings to determine source of the problem. Reads mechanical drawings and electrical schematics in order to recommend appropriate solutions.
* Provides on-site technical assistance to troubleshoot and repair equipment. Coordinates problem resolution with factory, engineering, users, dealers, customer service and other personnel to expedite repairs.
* Coordinates Machinery group technical service personnel schedules and contact with customers for field or at Toolmex.
* Analyzes reports of technical problems to determine trends affecting future design, production service, and maintenance processes. Recommends modifications to eliminate future problems. Maintain service records for tracking, reporting and resolving issues with factory and end-users.
* Analyzes current price structures for parts and services for maximum profit. Finds new overseas and local suppliers to reduce cost.
* Is a conduit between customer and company to ensure that effective customer service is provided. Provides on-site training, repair, installation and alignment of lathes.
* Determines correct parts for machines, responds to phone requests regarding parts-related inquiries. Oversees and expedites shipping and receiving of parts.
* Obtains and processes purchase orders for parts and options. Coordinates cost effective shipping for parts and options from overseas. Processes credit cards over the phone.
* Maintains database for current customer information. Develop a program to increase parts and paid technical services with existing, new and old customers. Responsible for obtaining all documentation to and from customer to order parts.
* Maintains proper parts and loose options inventory levels. Replenish all parts and options inventory for stock. Correct Machinery parts and options inventory full descriptions, coding, pricing and tracking. Resolve any delivery issues.
* Coordinates parts physical inventory with Warehouse Manager. Reduces obsolete parts/options per CFO and Machinery group Manager.
* Organizes and coordinates closeout promotions of parts and options inventory through website or other media.
* Fosters and maintains professional relationships with suppliers, dealers, and internal staff in order to meet and or exceed our higher customer service commitment.
* Assists in the training of customer service personnel about Machinery group technical issues as appropriate.
* Performs other duties as required.

**Experience and Skill Requirements:**

* At a minimum, 5 years experience in the machine tools industry with specific experience servicing manual and CNC lathes.
* Excellent verbal communications skills required in order to effectively deal with customers over the phone.
* Strong analytical and problem solving skills required.
* Strong communication and interpersonal skills required in order to solve customer problems, and maintain positive customer relationships.
* Must be flexible and able to change assignments quickly and effectively.
* Tact, patience and diplomacy required to deal with difficult issues and customers.
* Good interpersonal / sales skills required in order to build repo ire with customers.
* Experience and the aptitude to work with inventory-accounting systems such as P21 are necessary.
* Detailed knowledge of Microsoft Office products necessary.
* Comfortable with computers and the use of integrated systems to access inventory, sales, purchasing, accounting, etc.

**Educational Requirements:**

BS in mechanical engineering or equivalent is strongly desired. Mechanical Engineering Technician or Machine Tool Maintenance Engineer maybe acceptable.