



**Job Title: Parts Customer Service Specialist**  
**Department: Parts Warehouse**  
**Supervisor: Connie Gilbert**  
**Location: Rocky Mount Parts Warehouse**

**Pay Type: Hourly Position**  
**Hiring Range: \$15.00 – \$17.00 DOQ**  
**8- Hour Shift, Monday – Friday**

### **Position Summary**

This position will be responsible for assisting dealers, business managers, field service reps and other employees with questions and orders for replacement parts. Regular contact by telephone and email with Dealers and Business managers is required.

### **Position Duties and Responsibilities**

- Handle telephone inquiries about parts availability and orders.
- Assisting customers to find correct parts for replacement or repair of equipment.
- Entering orders into SAP and assist with the Parts Ordering system.
- Assist with inventory.
- Schedule LTL shipments with carriers.
- Create required documentation for shipments to Canada.
- Complete other duties assigned by the Parts Department Manager.

### **Minimum Requirements:**

- High School Diploma or equivalent, and documented work experience working in an office or phone-based customer service center environment.
- The ability to communicate effectively, by telephone or email, with dealers, business managers and coworkers to answer questions and resolve problems.
- Experience handling telephone inquiries from customers is required.
- Experience using automated systems to find inventory items, part lookup (i.e. auto or tractor parts experience)
- Basic knowledge of mechanical components and concepts is needed.
- Medium computer literacy using Excel, Word and Outlook. SAP experience is preferred, but not required.

### **LS Tractor offers a competitive compensation package that includes:**

- Competitive Base Pay and Bonus Pay
- Health Insurance – coverage starts on day one, employee coverage paid 100% by LS Tractor, dependent coverage premium 50% paid by LS Tractor
- After 90-days – Company paid



- Short-term Disability
  - Long Term Disability
  - Basic Life Insurance
- After 90-days Optional Coverage
  - Dental
  - Vision
  - Accident Insurance
  - Optional Life Insurance
  - Cancer Insurance
- Paid Vacation and Personal Days
- 9 Paid Holidays
- 401k with Company match after 1 year