

Position Title: Parts Specialist
Department: Service/Parts
FLSA Status: Non-Exempt
Location: Omaha, NE
Reports to: Parts Manager
Date Created: July 2025



Position Summary: The Parts Specialist is responsible for assisting customers and service technicians in locating, ordering, and receiving mechanical, or equipment parts. This role requires strong product knowledge, excellent customer service skills, and the ability to maintain accurate inventory and records.

Essential Job Functions:

- Assist customers (both internal and external) in identifying and ordering correct parts based on need and application.
- Maintain inventory levels and ensure timely restocking of commonly used parts.
- Process parts orders, returns, warranties, and exchanges accurately and efficiently.
- Communicate effectively with technicians and service advisors to ensure parts are available for repairs and maintenance.
- Maintain an organized and clean parts department, including shelving and storage areas.
- Provide price quotes and availability information using the inventory management system.
- Work closely with vendors and suppliers to source hard-to-find or special-order parts.
- Conduct cycle counts and support physical inventory audits.
- Follow up on back ordered parts and inform customers of order status.
- Ensure compliance with company safety procedures and policies.
- Perform all other related duties as assigned.

Preferred Talents:

- Previous experience
- Strong attention to detail and organizational skills.
- Excellent verbal and written communication skills.
- Basic mechanical knowledge or familiarity with agricultural and heavy equipment parts.
- Ability to lift up to 50 lbs and perform physical tasks as needed.
- Proficient with Microsoft Office programs.

Qualifications:

- High school diploma or equivalent required; additional technical or vocational training is a plus.
- Prior experience in a parts department or similar customer service/inventory role preferred.
- Valid driver's license.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel, or operate objects, tools or controls and reach with hands and arms. The employee frequently is required to stand, speak, and hear. The employee is occasionally required to walk, sit, climb, balance, stoop, kneel, crouch and crawl. The employee must occasionally lift and/or move up to 25 pounds and rarely lift and/or maneuver up to 150 pounds. Specific vision abilities required by this job

include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Working Environment:

- Mostly indoor conditions but may have to work outdoors when necessary.
- Must be able to lift, push, or pull 50-75 pounds on a regular basis.

Employee Acknowledgment

I acknowledge that I have received, read, and understand the duties and expectations for the job listed above. I agree to perform the duties outlined and to comply with all standards established in the performance of this job.

Employee Signature: _____

Date: _____

Employer Signature: _____

Date: _____