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| **Job Title:**  | Parts Support Representative | **Director Report:** | Parts Products Support Manager |
| **Date Created:** | August 8, 2018 | **Revision:**  | October 4, 2021 |
| **Department Number:** |  |  |  |
| **Location:** | Houston |  |  |

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| **Job Summary:** Sells parts by taking and clarifying customer orders; retrieving and selling new and replacement parts.  |

**ESSENTIAL FUNCTIONS:**

* Respond to dealers’ request for price and availability.
* Research parts catalogs for proper parts by model & serial number
* Update dealers on status of open back orders and P&A
* Sales oriented, taking responsibility for parts sales

**SKILLS REQUIRED:**

* Experience researching and cataloging of parts.
* Basic familiarity with construction equipment.
* Experience with engines, mechanics, and repair services.
* Customer service experience working with parts.
* Able to function effectively, and efficiently, without constant supervision.
* Ability to multi-task and follow tasks through completion.
* Experience with electronic parts inventory systems is a plus.

**QUALIFICATIONS AND EDUCATION REQUIRMENTS**:

* High School Diploma or equivalent required.
* Associate degree or equivalent from two-year College or technical school preferred. Fields of study may include – construction, maintenance, mechanic, automotive technology, diesel equipment technology, engineering technology

**PHYSICAL REQUIREMENTS:**

* Must be able to lift up to 50 lbs.



KOBELCO has long been known for its quality line of excavators in the 3,000 lb. to 180,000 lb. classes. By focusing on a single line of equipment, the company has become known as excavator perfectionists. While some companies manufacture multiple lines of equipment, KOBELCO dedicates their research and development dollars to improving and enhancing their singular product line, ensuring they deliver excavators that can withstand the day-to-day rigors of demanding jobsites, while providing operators with all the production and comfort features required for a profitable days work.

KOBELCO Construction Machinery USA is dedicated to producing a full range of crawler excavators for the rental, landscape, construction, aggregate, road building, material handling, site preparation, recycling and ancillary markets, including zero tail swing, standard and compact models. KOBELCO machines are well-known for their advanced technologies including an innovative noise and dust reduction system, advanced hydraulic circuitry for reduction of pressure loss and superior fuel efficiency.

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| **Reviewed By:** |  | **Date:** |  |
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