

Service Parts Support Technician



Company Overview

Orange EV manufactures pure-electric terminal trucks. No diesel. No emissions. Our 100% electric class-8 vehicles are proven to save money while being a safer and more reliable solution for container-handling operations. We're located 10 minutes from downtown Kansas City in Riverside, Missouri.

Position Summary

The Service Parts Technician will be responsible for managing and executing all Service related parts movements, inventories and parts sales. This individual, with assistance from the National Service Director, will develop and maintain a well-organized parts distribution system for Service work.

Essential Duties and Responsibilities

- Field Customer and Technician parts questions and requests
- Manage Warranty parts usage, replenishment and adjustment
- Manage and Track Remote and Local service inventories
- Work with Production team on assembly build up management
- Own RMA Process, supplier tracking and meetings
- Assist with estimating and invoicing parts and labor sales
- Organize and Stock physical parts area, utilize forklift
- Obtain a Technical understand of the product and parts
- Lead parts manual development and upkeep operations

Qualifications & Required Skills

- Knowledge of principles and processes for providing superior customer service
- Analytical approach to problem solving
- Ability to handle many functions at one time and adjust to rapidly changing priorities and schedules
- Ability to set and prioritize goals and achieve them per a schedule
- Ability to execute and follow through on instructions given by supervisor
- Knowledge of computer, MS Word and MS Excel programs
- Ability to articulate clearly when writing including composition, spelling and punctuation
- Ability to safely operate a Forklift and other warehousing and shipping equipment
- Experience with ERP systems a plus

Education: High School Diploma Required, Related Technical Degree preferred

Experience: 1 or more years' experience in Parts or Warehousing preferred

Compensation & Benefits

- Full-time
- Health, dental and vision insurance offered with allowance.
- 2 weeks paid vacation per year plus holidays.

Applicant Instructions

Please direct inquiries and resumes of this position to: Matt Smith Email: MattS@OrangeEV.com