

Customer Service - Inside Parts Sales - Salem Equipment

SALEM EQUIPMENT, INC. is a wholly owned subsidiary of Wellons Inc. since early 2008, and is also a leading manufacturer of a wide range of premium sawmilling machinery since 1946.

The Salem Customer Service and Inside Sales person reports directly to the Salem Equipment General Manager. We are adding staff due to increased sales inquiry volume and a pending retirement.

This position manages their portion of Salem Equipment inside parts sales and customer service. As well as coordinates contacts and activities with other Salem Sales personnel. Duties include, but are not limited to, the responsibilities and authorities outlined below:

1. Assist customers with phone and email support to effectively determine the proper parts on a wide age range of machinery to resolve customer operational or maintenance issues.
2. Generates quotes to customers for parts orders and subsequently follow up with customer to convert quote into purchase order.
3. Make outbound calls to proactively sell parts and field services based on maintenance schedules.
4. Sets the priority level when writing parts work orders based on customer urgency to maintain their production operations. Ensure manufacturing and purchasing is well aware of RUSH orders.
5. Provides feedback to engineering for equipment design, generation of needed customer prints, and recommends standardization opportunities of parts order procedures and processes for cost reduction.
6. All activities of identifying parts correctly and writing manufacturing work orders for both replacement parts and buy-outs of parts for customer machines.
7. Checks for completeness and accuracy the layout and detail assembly drawings, BOM's, and related documents for release of parts orders to the manufacturing process.
8. Processes daily customer service work order to finish assigned duties within schedules established for on-time customer delivery. Maintain necessary documentation for file and preparation for timely invoicing.
9. Position interfaces directly with managers, sales, designers and engineers, material control, purchasing, shop machining, cylinder manufacturing, and fabrication and assembly.
10. Participate in regular staff meetings to discuss customer order status and means to mitigate any problems that could cause delivery delay of parts.
11. Recommend improvements to Salem products and procedures for continuous improvement.
12. Provide timely support to all internal customers as a professional team member.
13. Effective interaction and communication with all Salem and Wellons corporate departments.

Required Skills:

- Minimum of 3-5 years experience in parts sales and customer service for manufacturing of heavy industrial machinery (Experience with sawmill machinery STRONGLY preferred).
- Demonstrated proficiency in MS-Office applications (Excel, Word, Outlook).
- Good written, verbal communication, and math skills and able to work as a team member to interact professionally and knowledgeably with customers.
- Excellent mechanical aptitude with ability to read machinery prints. Any knowledge of hydraulic and electrical systems is a plus.

- Ability to walk about 1.5 miles daily around office and shop, navigate stairs, and occasionally lift up to 40 lbs.

Desired Skills:

- Knowledge of sawmill and lumber handling machinery and sawmill operation and processes is a big plus and will shorten the learning curve of the successful applicant dramatically.

Salary and Benefits:

- Wage is DOQ and DOE. Salaried non-exempt position working from Sherwood office.
- Medical, vision, dental insurance; eligible first of month following hire date.
- Paid vacation
- Discretionary profit share retirement plan contribution up to 25% of previous year earnings
- Discretionary bonus based on profitability

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