



EMPOWERMENT • PERFORMANCE • VALUE CREATION

JOB DESCRIPTION

Job Title: Parts and Service Admin
Reports to: After Sales Manager
FLSA Status: Full time/Regular/ Non-exempt
Location: Windsor, CA

ATPGroup

ATPGroup was founded as a family business in 1991 with just four people selling a single product. Our entrepreneurial spirit has driven us to become one of today's leading suppliers to the wine, beer, food, and pharmaceutical industries while still maintaining that "small company" feel. Our mission is to provide solutions and create value for our customers. We do this by empowering our team members to take positive action and drive top performance, guided by our core principles of honesty, integrity, and passion. Our rapid growth means our employees have the chance to learn and grow in a dynamic, fast-paced environment.

SUMMARY

The Parts and Service Admin plays an important role in the ATPGroup After Sales Services Division, which helps our customers service and maintain the winemaking equipment that is vital to their production. The Parts and Service Admin is responsible for receiving, recording, and reconciling customer service orders, inquiries, and complaints regarding equipment parts and services in a timely and professional manner.

DUTIES AND RESPONSIBILITIES

The following reflects definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

General:

- Processes orders and schedules carriers
- Processes freight claims, credit cards and prepares all paperwork for each shipment
- Performs end-of-day closings (credit card, overnight shipping, and invoices to NY)
- Documents all contacts, actions, and responses
- Maintains working knowledge of products and/or services
- Performs other duties as assigned

Communication:

- Receives, records, and routes customer orders/changes in an appropriate manner
- Effectively communicates customer issues and concerns to all applicable internal staff members
- Researches and resolves customer complaints and/or billing issues
- Responds to and investigates customer inquiries, concerns, and issues via phone, fax, mail, and e-mail in a timely and courteous manner
- Checks deadlines on incoming requests and puts preliminary work in play

Phone:

- Answers incoming telephone calls in a courteous and professional manner
- Answers customer inquiries and provides appropriate technical and/or product-related information
- Obtains customer feedback information
- Arranges callbacks to ensure customers/salespeople are taken care of
- Provides back-up materials for callbacks
- Routes calls to the appropriate salesperson



SUPERVISORY RESPONSIBILITIES: This position has no direct reports.

COMPETENCIES

Knowledge of:

- Providing customer service, including meeting quality standards for services and evaluation of customer satisfaction
- Administrative and clerical procedures and systems such as databases, word processing, managing files and records, and other office procedures

Skills:

- Excellent verbal communication skills
- Actively looking for ways to help people
- Problem-solving skills and the ability to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Communicating effectively in writing as appropriate for the needs of the audience

Ability to:

- Maintain confidentiality
- See details at close range (within a few feet of the observer)
- Apply general rules to specific problems to produce answers that make sense
- Work independently and as a member of various teams

QUALIFICATIONS

- Minimum of two years related experience or equivalent
- Excellent customer service skills
- Effective verbal and written communication skills
- Proficient in Navision, Microsoft Word, Excel, Outlook, and PowerPoint
- Commitment to excellence and high standards
- Strong organizational skills; able to manage priorities and workflow
- Strong attention to detail
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is frequently required to do the following:

Much of the work consists of answering and talking on telephones and conveying information verbally and in writing. Entering data into, and retrieving data from, a computer via keyboard is performed while sitting or standing for extended periods of time. While performing the duties of this job the employee is required to sit, stand, and walk; use finger, handle, or feel objects; reach with hands; talk and hear; climb or balance; stoop, kneel, crouch, and crawl. The employee must occasionally lift, carry, and/or move up to 20 pounds. Use of arms above the shoulder is sometimes required. The employee occasionally may need to transport himself or herself to another office location. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORKING CONDITIONS

- The noise level in the work environment is usually quiet to moderate.
- The employee works in a warehouse environment and will be exposed to heat and cold.



- Work may require occasional weekend and/or evening work.
- Occasional travel may be required.

NOTES

- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
- The employee is expected to adhere to all company policies.
- The above information is representative of the work performed in this position; however, it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is like or related to the essential duties and responsibilities.

ATPGroup offers competitive compensation and industry-leading benefits including full health insurance coverage, dental and vision insurance, 401k, profit sharing, and paid vacation.

Interested? Please e-mail your resume to:

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