

# FPS

## Job Description

Job Title:

Customer Service Warehouse

Step:

FBS Code:

FLSA Status:

Exempt

FLSA Type:

Administrative

Mgt Responsibilities:

N

Freedom to Act:

General Direction

Functional Area:

Operations

Department:

Last Change Date:

### Compensation Guidelines

Salary Grade:

Bonus Eligible:

Commission Eligible:

Car Eligible:

### Job Summary (maximum of four sentences)

Responsible for backup coordination of all service related activities. Works with with Technicians to quote emergency repair work, expediting of parts, inventory levels, overseeing warehouse and receiving, and complete fleet management. Assists with any service related projects.

### Job Qualifications (minimum requirements)

**Educational Requirements:**

High School Diploma or a General Education Development (GED), and/or a combination of education and experience.

**Experience Requirements:**

Three years experience in Customer Service and Warehouse duties.

**Other Requirements:**

Preferred: Working knowledge of Microsoft Windows and Office Suite. Knowledge of Timberline Software. Knowledge of freight and transportation industry.

### Working Conditions / Physical Requirements

#	Essential	Primary Responsibilities
1	Y	Procures parts and tools for service. Must follow policy and do purchase orders for all purchases and stage construction jobs.
2	Y	Oversees the warehouse - maintaining orders and receiving all shipments. Each day ships out any UPS.
3	Y	Assists with inventory management: completes physical inventory, enters inventory, pulls tickets on a weekly basis, and updates agent spreadsheet.
4	Y	Once inventory is complete, uses purchase orders to reorder to acceptable levels set by management.
5	Y	Responsible for Fleet Management for FPS. Maintains maintenance and repairs records for each vehicle. Provides Monthly Vehicle Mileage Reports. Works with management regarding any major repairs needed, as well as for sale postings when selling vehicles. Also maintains proper truck inventory levels in each vehicle.
6	Y	Assists the Service Department with miscellaneous projects.
7	Y	Assists with A/R calling, filing, and preparing tech files for Monday morning.

### Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.