



Subsidiary of Federal Signal Corporation

### **WHO WE ARE:**

As the leading distributor of public works equipment, Joe Johnson Equipment (JJE) provides mobile infrastructure-maintenance equipment to municipalities and contractors across Canada and the US. Through our branch network, we sell, rent, lease, service and support Vacuum Trucks, Refuse & Recycling Collection Vehicles, Street Sweepers, Snow Removal Equipment, Mowing Equipment, Ice Resurfacing Equipment, Sewer Cleaners and Inspection Cameras.

JJE is a dynamic and growing organization, focused on maintaining an Employer of Choice culture that is committed to providing challenging and rewarding career opportunities. JJE employees enjoy competitive compensation packages, robust group benefits and an opportunity to grow professionally within a supportive and stable work environment.

JJE is a proud subsidiary of Federal Signal Corporation.

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## **PARTS ACCOUNT REPRESENTATIVE**

**POSITION:** Parts Account Representative  
**LOCATION:** Calgary, Alberta  
**POSITION TYPE:** Full Time (Monday to Friday)

### **POSITION SUMMARY:**

The Parts Account Representative will act as a resourceful and dedicated partner for our customers. They will be responsible for developing long-term relationships with a portfolio of assigned customers and providing informative, professional and timely customer service related to heavy equipment parts orders. The Parts Account Representative will liaise between customers and internal sales and service teams to ensure the successful delivery of parts solutions in alignment with customer needs.

### **POSITION QUALIFICATIONS:**

- 3 years' experience in a related customer service or account management position
- Knowledge of heavy equipment parts and some mechanical aptitude considered an asset
- Experience in sourcing and delivering customer-focused solutions based on customer needs
- Strong computer skills including Microsoft Office and ERP/Inventory Management systems
- Excellent customer service and communication skills
- Ability to problem solve and work well in a team environment
- Self-directed and positive attitude
- Some sales experience considered an asset
- Ability to work within a flexible day schedule if required by business needs

### **SPECIFIC ACCOUNTABILITIES/DUTIES:**

- Operate as the lead point of contact for all parts requests/orders specific to assigned customer portfolio
- Build and maintain strong customer relationships
- Research and identify parts solutions for customers
- Communicate parts solutions to the customers and provide availability, cost and shipping information



705.733.7700



[jjei.com](http://jjei.com)



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- Recommend related/complementary parts
- Confirm orders with customers and enter into the system
- Forecast and track key account metrics
- Identify opportunities to grow parts sales and collaborate with sales and service teams to execute upon strategic growth opportunities
- Assist with high severity requests or issue escalations as needed
- Liaise with branch Parts Managers/Technicians to provide order information and exchange customer information as required
- Liaise with Inventory Manager to ensure all parts orders are delivered in alignment with JJE service level agreements and procedures to meet customer expectations
- Proactively promote parts campaigns, provide order status updates and communicate new products to customers
- Conduct ongoing training and research related to heavy equipment parts to ensure current and diverse knowledge base and understanding of JJE products

#### **WHY WORK AT JJE?**

- Opportunities for Professional Growth
- Competitive Compensation
- Fully-Paid Group Benefits
- Exceptional Team Culture
- Safety Focused
- Best-In-Industry Product Lines

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If you are looking for a new and exciting career opportunity, then we welcome your application. JJE provides a dynamic work environment and an opportunity to grow with us. We are an Equal Opportunity Employer and we encourage applications from all qualified persons, however only those who are being considered for the position will be contacted.

If you are contacted for an interview and require any accommodation, please notify HR in advance and we will strive to provide applicable accommodation.

#### **HOW TO APPLY**

**Please send a cover letter and resume to Human Resources  
Please use "Parts Account Representative" as subject line**

**Email: [careers@jjei.com](mailto:careers@jjei.com)**



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