



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. We have a stable, team-based and collaborative work environment that drives our organization to be best-in-class within our industry.

We offer opportunities across Canada and the US, and are committed to providing challenging and rewarding career paths for our employees. JJE provides very competitive compensation packages, robust group benefits and an opportunity to grow professionally.

**JJE is a proud subsidiary of Federal Signal Corporation.**

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# **PARTS TECHNICIAN**

**LOCATION:** Innisfil, ON

**POSITION TYPE:** Full Time

## **POSITION SUMMARY:**

The Parts Technician will be responsible for assisting with the daily operations of the Parts department including delivering optimal customer service and parts knowledge to internal customers including the Rentals, Sales and Service Departments and external customers. The Parts Technician will process orders in person (at the counter), through the Order Confirmation Process or by telephone using the computer database and parts catalogues as necessary. The Parts Technician performs a variety of duties including providing price quotations, checking inventory for product availability, providing delivery dates to customers and verifying prices. The Parts Technician prepares and maintains sales orders and purchase orders with receipts and makes routine decisions according to company policies and guidelines. The Parts Technician enhances sales by offering excellent customer service and providing information about add-ons. This position reports to the Parts Manager.

## **POSITION QUALIFICATIONS:**

- 3-5 years' experience in a heavy equipment, construction or automotive parts and/or service environment
- Experience with a computerized inventory/work order system
- Proficiency in Microsoft Office programs including Outlook and Excel
- Strong verbal and written communication skills
- Strong customer service skills
- Forklift license required, or willing to obtain



705.733.7700



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



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- Mechanical knowledge or aptitude considered an asset
- Able to prioritize and organize workload in a fast-paced environment
- Valid driver's license
- Basic mathematical skills
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Able to work efficiently as a part of a team as well as independently
- Strong work ethic and positive team attitude
- Able to effectively communicate with all other departments in the facility
- Accountable and dependable
- Demonstrates accuracy and is detail-oriented

#### RESPONSIBILITIES:

- Provide customer service to both internal and external customers to meet their parts needs in alignment with the company's parts protocols and processes
- Receive parts requests from customers in person, through the internal Order Confirmation Process by phone or email and respond with a quote or information in a timely manner
- Receive, provide and issue purchase orders and receipts of goods
- Research availability of parts, either within the facility or from other resources as necessary
- Search part numbers using a computer or standard catalogue
- Mark materials with identifying information to communicate parts allocations to service work orders
- Track orders to obtain accurate delivery time and follow up on back-ordered parts
- Respond to internal inquiries from the Rentals, Sales and Service departments as well as the and Parts Manager to provide information and/or direction regarding the status of deliveries, etc.
- Maintain communication with Shipping/Receiving, suppliers and customers to ensure efficiency within the Parts department
- Provide and maintain accurate back order reports
- Effectively sell and cross-sell parts referencing active campaigns or promotions
- Complete all applicable inventory, work orders, PO's, receipts of goods entry and put stock away
- Participate in required inventory cycle counts
- Provide back-up support to other Parts Technicians as required
- Participate in training to remain up-to-date on products represented by JJE and new/revised protocols
- Process a variety of reports in written and electronic form (e.g. requisitions, paperwork, reports, etc.) to distribute information and/or materials to appropriate parties.
- Assist the Rentals, Sales and Service Departments in scheduling by meeting regularly to communicate status of parts orders

#### WHY WORK AT JJE?

At Joe Johnson Equipment, we provide our permanent employees with:

- Competitive compensation package with annual increase opportunities
- Robust and fully paid Group Benefits package - inclusive of Health, Dental, Life, Disability and Travel coverage



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- Employer Paid, Employee Assistance Program (EAP)
- Employer Matching Retirement Savings Plan
- Opportunity for professional growth
- Tuition & Professional Development paid
- Federally recognized as certified Employment Equity organization
- Training opportunities

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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 provide applicable accommodation.

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**HOW TO APPLY:**

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

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



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