



# Montag Manufacturing, Inc.

12/15/2023

3816 461<sup>st</sup> Ave – Emmetsburg, IA. 50536

1253 280<sup>th</sup> Rd – Seward, NE. 68434

## Parts & Service Manager

**Reports to:** Director of Sales and Marketing

**Location:** Seward, Nebraska

**General Hours:** 8:00 am – 5:00 pm (office hours), extended hours when customer demands require.

**Travel:** Some overnight travel for customer/field support and training related events may be required.

**Summary:** The Parts Department Manager is responsible for all aspects of customer support, shipping customer orders, and other duties as required. The Parts Dept. Manager will be required to attend training events to keep up with the latest technology. This position is an office-based position with some travel required to attend training events, customer/field support. This position will assist with Technical Support in season.

### 1. Duties of the Parts Department

- Pricing parts to maintain profitability
- Monitoring the current parts inventory
- Forecasting parts needs and working with Purchasing when ordering parts to maintain optimal inventory levels
- Manage recommended dealer stocking parts list
- Receiving parts, including placing them into inventory and properly labeling them
- Helping customers find and purchase the correct parts
- Enter parts orders as needed to support customer requirements.
- Pick, pack and ship parts orders as required on time.
- Help develop and execute P.I.P. (Product Improvement Programs) as required.
- Resolves product or service issues by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Work with engineering to resolve product related issues.
- Take incoming sales related calls, assisting the customer in purchase of Montag products.
- Execute Warranty policy as set by Montag.
  - Issue RMA and finalize process.

## **2. Technical Support Assistants**

- Open customer accounts by recording account information.
- Maintains customer records by updating account information.

## **3. Skills & Qualifications**

- Leadership skills
- Problem-solving skills
- A passion for customer satisfaction
- Time management skills
- Readiness to learn
- Sales and customer service skills when working with the general public
- Strong written and verbal communication skills
- Mathematical skills to help manage the inventory, pricing and estimates
- Previous technical or sales experience preferred
- Ability to work in a fast-paced and high pressure (in-season) environment

## **Benefits**

- This position pay range is depending on experience.
- Health, dental, vision, and life insurance
- Retirement plan: Simple IRA with 3% matching
- 10 paid holidays (New Year's 2 / Good Friday 1 / Memorial Day 1 / Fourth of July 1 / Labor Day 1 / Thanksgiving 2 / Christmas 2).
- Vacation: 80 hours accrued/ year – 120 hour/year after 3 full years – 160 hours/year after 7 full years.
- Pay Frequency: Bi-weekly with direct deposit.