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Spare Parts & Service Support Position

We seek a professional, Spare Parts & Service Support person interested in joining a proudly owned Australian business which has a global presence and is truly innovative.

If you enjoy working for a business where you can make a difference and add value to the business, you find change exhilarating and are proactive then this is your job!

Based in the regional city of Griffith, which is known commonly as the food bowl of Australia we have an amazing opportunity to join in the role of Spare Parts & support.

This role will focus on supporting operationally focused staff with reporting and guidance on manufacturing performance.

Your duties will include:

- Dealing with after sales support inquiries from customers over the phone & email.
- Communicate with customers as to when their spare parts are in stock or in transit.
- Reading and interpreting technical drawings
- Providing timely and accurate advice on spare parts to customers
- Invoicing and quoting
- Picking and packaging parts for freight
- Organising freight of outbound spare parts
- Liaising with suppliers and other internal departments.

The skills required to be successful in this position are:

- A background or interest in mechanics, engineering, manufacturing and/or technical service.
- Strong attention to detail and accuracy
- Excellent organisational skills.
- Advanced computer skills, in Microsoft Word and Excel and familiarity with other computer software.
- An eye for detail and a sense of urgency to achieve results.
- Commitment to customer satisfaction and service requirements
- Exceptional communication and interpersonal skills
- Experience with dispatching, invoicing and receipting

Flavourtech is an award-winning Australian company, which manufactures high technology process equipment for the food and beverage industries. See our website at www.flavourtech.com for more information about our company.

Initial inquires should be directed in writing to Paul Smith via email at psmith@flavourtech.com