



Job Title: Equipment Project Manager / Parts Specialist

Job Description:

We are currently seeking a Project Manager / Parts Specialist to work in the Nashville office. This person will work closely with E Solutions Account Managers, two current Project Managers and the Service group. This person will also communicate frequently with our manufacturing partners and external customers, which include mechanical, plumbing and fire protection contractors.

As project manager, responsibilities include entering orders, tracking estimated ship dates and deliveries, assisting customers with project closeout documents and helping account managers resolve customer problems.

As parts specialist, responsibilities include responding to customer requests for quotes, entering and tracking parts orders, recording inventory changes and helping customers file warranty claims.

Essential Functions and Responsibilities:

- * Responsible for timely completion of assigned projects and customer satisfaction
- * Compares estimated ship dates with contractor's project schedule
- * Ensures compliance with internal equipment and parts ordering processes
- * Coordinates equipment start-ups with contractors and internal service group
- * Interfaces constantly with customer to maintain accurate status reports
- * Coordinates returns on equipment and parts items
- * Responsible for the successful transition to warranty and service processes
- * Maintains professional relationships with manufacturing partners
- * Occasionally lifts and/or moves up to 25 pounds

Benefits Offered:

- * Health Insurance Plan with medical, dental and vision coverage
- * IRA with matching company contributions

Qualifications:

- * Bachelor's degree
- * Excellent written and verbal communication skills
- * Excellent computer skills
- * Ability to work well in a team environment
- * Previous customer service experience

Hiring Contact:

Dan Leonard, dwleonard@esolutionstn.com, or 615-838-0080

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