Campbell Grinder Company

Job Title: OEM Parts Specialist – CNC Grinding Industry

About Us:

Campbell Grinder Company is a leader in high-precision engineering and advanced CNC grinding solutions. We specialize in delivering high-quality machines and innovative technology to clients in the aerospace, defense, and machinery industries. We are seeking a technically minded, customer-focused OEM Parts Specialist to support our aftermarket business through parts sales, technical research, customer support, and coordination with internal departments.

Position Description:

The OEM Parts Specialist is responsible for supporting customers throughout the lifecycle of their equipment by identifying, researching, quoting, and coordinating the delivery of replacement parts and aftermarket components. The position plays an important role in driving aftermarket parts revenue while maintaining strong customer relationships and providing responsive, accurate technical support.

This position goes beyond traditional order entry. The OEM Parts Specialist works directly with customers to understand their parts requirements and partners with Engineering, Production, Sales, and Service personnel to research and resolve more complex parts requests, support aftermarket opportunities, and ensure customers receive the appropriate parts and solutions. The ideal candidate is resourceful, technically curious, highly organized, and comfortable taking ownership of customer requests from initial inquiry through order fulfillment. ***This is an onsite position.***

Essential Job Duties and Responsibilities:

- **Aftermarket Parts Sales & Revenue Growth** Support the growth of aftermarket parts revenue by identifying customer needs and promoting replacement parts, upgrades, and aftermarket solutions. Work with Sales to follow up on quotations and potential orders.
- **Service Opportunity Identification** During customer parts interactions, proactively identify potential needs for field service, preventive maintenance, equipment inspections, service agreements, and technical support. Refer qualified service opportunities to the OEM Service Specialist and provide the customer and equipment information needed for timely follow-up.
- **Customer Support & Inquiry Management** Serve as the primary point of contact for customer parts inquiries. Own the coordination of customer spare-parts requirements from initial inquiry through fulfillment. Monitor incoming requests and purchase orders, provide timely updates, and maintain strong customer relationships through professional, responsive communication.
- **Technical Parts Research & Identification** Research machine records, engineering documentation, drawings, bills of material, and historical information to identify the correct replacement parts and components. Partner with Engineering, Production, Procurement, and Sales to resolve technical questions and support complex parts requests and aftermarket projects.
- **Field Service Parts Coordination** Partner with the OEM Service Specialist to identify, quote, source, and coordinate the delivery of parts required for field service assignments, installations, repairs, and preventive maintenance activities. Confirm parts availability and expected delivery timing before related service commitments are finalized.
- **Quotes, Sourcing, & Order Fulfillment** Prepare accurate, timely parts quotes; communicate pricing, availability, delivery expectations, and recommendations to customers; follow up on open quotes; and accept and process customer purchase orders in the ERP system. Work closely with Purchasing to obtain

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supplier pricing, verify availability, monitor purchase order status, establish realistic delivery commitments, and proactively communicate changes or delays to customers.

- **ERP, Case Management & Records** Use the ERP system to create and maintain customer cases, process parts-related transactions, and document customer interactions. Maintain accurate customer engineering files, machine records, and parts information to support future parts and service inquiries.
- **Parts Returns & Warranty Coordination** Coordinate parts returns, repairs, and warranty requests by initiating and managing Return Material Authorizations (RMAs).
- **Reporting & Business Planning** Assist with monthly, quarterly, and annual reporting of aftermarket parts activity. Pull and analyze parts sales data from the ERP system to support revenue tracking, budgeting, forecasting, and identification of business opportunities.
- **Continuous Improvement:** Identify opportunities to improve parts research, quoting, customer response times, order fulfillment, and aftermarket support procedures.
- The duties listed above are not all-inclusive; other duties may be assigned.

Knowledge & Necessary Skills Required:

- Strong technical and mechanical aptitude, with the ability to understand how machine components and assemblies function together.
- Ability to read and interpret engineering drawings, blueprints, bills of material, and parts lists.
- Working knowledge of machining processes, materials, and general manufacturing principles.
- Ability to research technical information, identify appropriate components, and develop practical solutions to customer requirements.
- Familiarity with ERP systems, preferably Epicor, and customer order management processes.
- Strong customer service and relationship management skills, with a professional, solutions-oriented approach to customer needs.
- Strong sales aptitude, including the ability to identify aftermarket opportunities, prepare quotations, and follow up on potential business.
- Proficiency in Microsoft Office, particularly Excel, for reporting, analysis, and data tracking.
- Strong organizational skills, attention to detail, and the ability to manage multiple customer requests and competing priorities.
- Excellent verbal and written communication skills, with the ability to communicate effectively with customers and internal departments.
- Ability to work independently while contributing effectively to a collaborative team environment.

Education & Qualifications:

- Preferred education: Associate's degree in Manufacturing Technology, Engineering Technology, Mechanical Engineering Technology, or a related technical field. Equivalent relevant education and work experience will also be considered.
- Approximately three years of relevant experience in technical sales, customer service, parts management, manufacturing, or a similar technical role preferred.
- Prior experience in the machine tool industry, industrial equipment industry, or custom machinery environment is strongly preferred.
- Hands-on experience identifying replacement parts using machine components, assemblies, and engineering documentation is preferred.
- Experience with ERP systems and customer quotation, sales order, job, and invoicing processes is preferred.

Company Benefits:

- Relocation assistance
- Company Matched 401(k)
- Health, Dental and Vision Insurance on day one
- Life & AD&D Insurance
- Flexible Spending Account
- PTO
- Bonus Program
- Wellness Reimbursement

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