

OFFICE POSITION



PART SALES SPECIALIST

In 1985, Mike and Kim Crabb founded Diamond C with a small team and a big dream. Over the years, the company has grown significantly, now employing over 900 team members. Diamond C remains a family-owned and operated business, with a strong emphasis on our foundational “Do Work, Love Strong” culture, which is based in Mt. Pleasant, TX.

We are unwavering in our commitment to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. Our purpose is to fuel the growth and success of our team members, customers, and community. We’re dedicated to being a positive force for change and using our expertise to make a meaningful impact on our community abroad. This position reports directly to the Sr. Customer Success Leader. This role is located in Mount Pleasant, TX 75455

Shift & Schedule: Monday-Friday 8:00am-5:00pm

Purpose:

At Diamond C, our purpose is to fuel the growth and success of our team-members, customers, and community abroad. We’re committed to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. The ideal candidate will be responsible for managing parts sales, providing exceptional customer service, and ensuring effective inventory management. This role requires strong technical knowledge, excellent communication skills, and a proactive approach to supporting our customers while maintaining a strong focus on our foundational “Do Work, Love Strong” culture.

Responsibilities:

- Manage parts sales operations including customer, dealer, and distributor transactions, offering product information, pricing, availability, and ensuring precise order processing.
- Provide comprehensive customer service, addressing inquiries, orders, technical questions, and resolving complaints or issues related to parts sales.
- Develop and nurture relationships with customers, dealers, and distributors, while actively pursuing sales opportunities and following up on leads.
- Help determine stocking levels for parts inventory, coordinating with fulfillment or logistics teams to facilitate timely deliveries.
- Offer technical support, including basic guidance on parts usage and installation, and collaborate with technical teams to address more complex customer inquiries.
- Maintain accurate records of sales transactions, customer interactions, and generate reports to monitor sales performance and inventory status.
- Identify and address process inefficiencies in parts sales and customer service, implementing best practices to improve sales processes and enhance customer satisfaction.
- Ensure adherence to company policies, pricing guidelines, and regulatory requirements, conducting quality checks on orders and parts to maintain high standards of quality assurance.
- Support continuous improvement of dealer parts book along with regular pricing updates.
- Find opportunities to sell off at risk or overstock units within Diamond C guidelines.
- Continuous followup through the fulfillment pipeline to ensure EXTRAordinary customer experiences.

Qualifications:

- Proven experience in parts sales or a related field, with a strong understanding of technical products and components.
- Exceptional customer service skills with a focus on building rapport and maintaining relationships.
- Effective communication skills, both verbal and written, with the ability to convey technical information clearly and concisely.
- Strong organizational skills and attention to detail, capable of managing multiple priorities and deadlines.
- Proficiency in inventory management systems and MS Office Suite (Word, Excel, Outlook).
- Knowledge of compliance requirements and quality assurance processes related to parts sales.

Benefits:

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| • Medical | • Other Supplemental Policies |
| • Dental | • Physical Wellness Program |
| • Vision | • Paid Maternal/Paternal Leave |
| • Long and Short Term Disability | • 401(k) & Company Match |
| • Employer Paid 25K Life Insurance | • Scholarship |

We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.