



## Position Description

<b>Position Title:</b>	Parts Supervisor
<b>Department:</b>	Service
<b>FLSA Status:</b>	Exempt

### Company Overview

Flex Technology Group is the largest and most respected Managed Print Solutions provider in the nation. For more than 10 years, FlexTG has provided a unique and high-value driven enterprise service to businesses of all types - a fully integrated national managed program for document technology. We are the service and solutions professionals, providing support to medium and large businesses throughout the country. FlexTG currently manages clients in all 50 states including Canada and Puerto Rico.

### Position Summary

The Parts Supervisor role is responsible for managing and planning the day-to-day activities for the parts team members. This includes all facets of the team's performance, productivity, parts purchasing and inventory at each assigned company.

### Essential Functions and Responsibilities

- Supervises day to day activities of Parts coordinators
- Handles all high priority escalations from Customers and Field personnel
- Participates in vendor conference calls/ Account reviews when required
- Assists with new team member training
- Identifies areas for ongoing training and skills assessment of team members
- Works collaboratively with Manager on developing and executing KPI's and team goals
- Communicates deadlines and goals to team members, and provides a clear vision with expectations
- Conducts team meetings to communicate updates on best practices and continuing expectations
- Generates and shares comprehensive and detailed reports of Part's team productivity to Manager and Director
- Creates a healthy and motivating work environment and atmosphere
- Uses existing, and creates new processes in order to increase the teams efficiencies
- Recognize high performance and rewards accomplishments
- Takes on other tasks and projects as needed to support Employees, other Supervisors, and cross functional departments.

### Qualifications and Experience

- 4+ years Industry Experience
- 2+ Years Management Experience
- Great interpersonal and communication skills
- Critical thinker and strong problem-solving skills
- Ability to mentor, coach, and motivate team members
- Employee Training and Development Experience
- Intermediate computer knowledge, especially in Microsoft Office programs and in desktop technology
- Bachelor's Degree or equivalent experience

### Supervisory Responsibilities

This position  does have/  does not have supervisory responsibilities



## **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The physical requirements for performing the essential functions of this position require the employee to be able to:

- Sit, stand, kneel, walk and reach
- Be able to lift, push, pull and/or move up to 20 pounds
- Hear well enough to communicate with others
- Read a computer screen and written material
- Write, type, and use phone system

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

## **Work Environment**

Good working environment with the absence of disagreeable conditions. The noise level in the work environment is usually moderate.

## **Benefits**

- Medical / Dental / Vision and 401K
- To support our aggressive growth plans, we offer unique opportunities, including advancement, ongoing training, mentoring and the opportunity to develop world class business skills

Flex Technology Group is committed to providing equal employment opportunities for all applicants and associates. The Company does not unlawfully discriminate on the basis of race, color, creed, pregnancy, religion, sex, national origin, age, disability, veteran, marital, or any other protected status. The Company also makes reasonable accommodations for disabled employees. Finally, the Company prohibits the harassment of any individual based on their protected status. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs.