



Fire Apparatus Service and Parts Coordinator

Join a Growing Team with Unlimited Opportunity

Advantage Fleet is a rapidly growing heavy-duty truck repair, fleet maintenance, fire apparatus service, towing, upfitting, and specialty vehicle company serving customers throughout Michigan. As our fire apparatus service capabilities continue to expand, we are looking to add an organized and motivated **Fire Apparatus Service and Parts Coordinator** to our team.

This position plays an important role in supporting our fire apparatus technicians and customers by coordinating repair orders, parts, customer communication, invoicing, and inventory. The ideal candidate is highly organized, detail-oriented, comfortable communicating with customers, and able to keep multiple jobs moving in a fast-paced service environment.

If you enjoy working with customers and technicians, solving problems, and keeping a service department organized and efficient, we want to hear from you.

What You'll Do

Service Coordination

- Create detailed repair orders for fire apparatus and emergency vehicle service work
- Work directly with technicians to accurately document customer concerns, inspections, diagnostics, repairs, and recommendations
- Ensure technician labor, parts, materials, and additional charges are properly recorded on each repair order
- Review repair orders throughout the repair process for accuracy and completeness
- Assist with closing and invoicing completed repair orders
- Ensure completed work is properly documented before customer invoicing
- Coordinate information between technicians, management, parts personnel, vendors, and customers
- Assist with scheduling and coordinating service work as needed
- Help ensure repair jobs continue moving efficiently through the service process

Customer Communication

- Communicate with customers regarding repair status, findings, recommendations, and anticipated completion timelines
- Provide customers with professional and timely updates throughout the repair process
- Help obtain customer authorization for additional repairs when necessary
- Communicate technician findings and repair recommendations clearly and professionally
- Respond to customer questions regarding service work, parts, and repair status
- Build and maintain strong relationships with fire departments, municipalities, fleet managers, and other customers
- Maintain a high level of professionalism when representing Advantage Fleet

Parts Coordination

- Provide technicians with the parts and materials necessary to complete repairs



- Pull and fill technician parts requests from available inventory
- Order parts required for active repair orders
- Ensure all parts issued to technicians are properly added to the corresponding repair order
- Verify parts are accurately documented before repair orders are invoiced
- Communicate parts availability and estimated delivery timelines to technicians and service personnel
- Coordinate special-order parts and backordered components
- Maintain strong relationships with parts suppliers and service vendors
- Work with the Parts Manager to coordinate purchasing, inventory transfers, pickups, and deliveries
- Assist with locating hard-to-find or specialty fire apparatus components

Inventory and Parts Room Responsibilities

- Maintain an organized and professional parts room
- Monitor commonly used stock items and identify inventory shortages
- Coordinate inventory replenishment with the Parts Manager
- Receive, organize, label, and properly store incoming parts
- Maintain accurate inventory locations
- Help identify obsolete, incorrect, damaged, or unused inventory
- Maintain appropriate stock levels for commonly used fire apparatus service parts
- Keep shelves, storage areas, counters, and work areas clean and organized
- Assist with inventory counts and inventory accuracy when required
- Help ensure parts are properly accounted for when transferred between departments, technicians, or locations

Repair Order and Billing Accuracy

Accurate repair orders are a critical responsibility of this position.

The Fire Apparatus Service and Parts Coordinator is expected to:

- Verify technician labor is properly documented
- Confirm parts and materials are assigned to the correct repair order
- Review repair descriptions for accuracy and completeness
- Ensure customer concerns and technician findings are clearly documented
- Identify missing information before a repair order is closed
- Assist with preparing accurate customer invoices
- Help prevent missed labor, unbilled parts, and other billing errors
- Maintain organized documentation for customer and company records

What We're Looking For

- Must be 18 years of age or older
- High school diploma or GED equivalent
- Valid driver's license with an acceptable driving record
- CDL is a plus but not required
- Previous experience in service advising, parts, automotive, heavy-duty truck, fire apparatus, fleet maintenance, or a related environment preferred
- Strong attention to detail and commitment to accuracy



- Ability to create and maintain detailed repair orders
- Strong written and verbal communication skills
- Excellent customer service and interpersonal skills
- Ability to communicate effectively with technicians, customers, vendors, and management
- Strong organizational and time management skills
- Ability to prioritize multiple responsibilities in a fast-paced environment
- Ability to work independently and determine priorities without constant supervision
- Self-motivated with the initiative to identify and complete necessary tasks
- Basic mathematics skills
- Strong computer competency and willingness to learn company software
- Ability to accurately enter parts, labor, notes, and other service information
- Ability to exercise sound judgment and make logical decisions
- Professional demeanor and positive attitude
- Willingness to learn about fire apparatus, emergency vehicles, parts, and service operations
- Ability to maintain composure and professionalism during periods of increased workload or customer urgency
- Compliance with all company safety, alcohol, and drug-free workplace policies

Physical Requirements

This position may require the ability to:

- Regularly stand, walk, sit, bend, and stoop
- Move throughout the service shop and parts areas throughout the workday
- Handle, organize, and distribute vehicle parts and supplies
- Frequently lift items weighing up to 50 pounds
- Occasionally assist with heavier items weighing up to 100 pounds using appropriate assistance or equipment
- Work around commercial vehicles, fire apparatus, technicians, parts storage, and active service operations

What Success Looks Like

A successful Fire Apparatus Service and Parts Coordinator keeps technicians productive, customers informed, parts organized, and repair orders accurate.

This position serves as an important connection between the customer, technician, parts department, and service operation. Success requires understanding what each repair needs, ensuring technicians have the proper parts and information, keeping customers informed, and making sure completed work is accurately documented and billed.

Strong organization and attention to detail directly affect the efficiency and profitability of the department. Every part issued, every labor entry, and every repair performed must be properly captured on the repair order.



Our goal is to provide fire departments and emergency service customers with dependable communication, accurate documentation, and professional service while helping our technicians complete repairs efficiently and minimize apparatus downtime.

Growth and Development

Advantage Fleet encourages employees to develop a strong understanding of the fire apparatus and emergency vehicle industry.

This position provides the opportunity to learn fire apparatus systems, specialty parts, service operations, repair processes, customer fleet needs, and the different departments and capabilities throughout Advantage Fleet.

Employees who demonstrate strong organizational ability, customer service, technical knowledge, leadership, and commitment to the department may have opportunities for additional responsibilities and advancement as the company continues to grow.

We encourage employees to establish both professional and personal goals and take advantage of opportunities to expand their knowledge and capabilities.

Performance Reviews

Employee performance and progression will be reviewed periodically, with a formal performance review conducted annually. Reviews will evaluate repair order accuracy, billing accuracy, parts management, inventory organization, customer communication, productivity, attendance, teamwork, professionalism, and overall contribution to the department and company.

Employment with Advantage Fleet is at will, meaning either the employee or Advantage Fleet may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.