



Parts Coordinator

Join a Growing Team with Unlimited Opportunity

Advantage Fleet is a rapidly growing heavy duty truck repair, fleet maintenance, mobile service, towing, upfitting, and specialty vehicle company serving customers throughout Michigan. As our Field Service operation continues to expand, we are looking to add an organized, knowledgeable, and highly motivated **Parts Coordinator, Mobile Repair** to our team.

This position plays a critical role in supporting our mobile heavy duty technicians by ensuring they have the correct parts, materials, tools, and information necessary to complete repairs efficiently and minimize customer downtime.

The Parts Coordinator works directly with technicians, Field Service management, vendors, suppliers, and the Parts Department to research components, coordinate deliveries, manage service truck inventory, process returns and warranties, and keep active repair jobs moving.

If you have strong heavy duty parts knowledge, work well under pressure, and enjoy solving problems in a fast paced environment, we want to hear from you.

What You'll Do

Mobile Technician Parts Support

- Serve as the primary parts support resource for mobile heavy duty technicians
- Work directly with technicians to identify parts required for active repairs
- Research and source heavy duty truck, trailer, engine, electrical, hydraulic, suspension, brake, drivetrain, and aftertreatment components
- Verify vehicle information, application, part numbers, and specifications before ordering
- Assist technicians with identifying difficult or specialty components
- Communicate parts availability, pricing, backorders, and estimated delivery times
- Coordinate parts based on technician location and customer repair priority
- Help technicians anticipate additional parts that may be required to complete a repair
- Provide timely updates when parts availability or delivery timelines change
- Help minimize technician downtime caused by incorrect, unavailable, or delayed parts

Parts Research and Procurement

- Research parts using manufacturer catalogs, VIN information, vendor systems, parts manuals, service information, and company software
- Cross reference part numbers and identify appropriate alternatives when necessary
- Source parts from approved vendors and suppliers
- Obtain pricing and availability from multiple sources when appropriate
- Place orders according to company purchasing procedures
- Maintain professional relationships with vendors and suppliers
- Negotiate or compare pricing when necessary to protect company and customer interests
- Track open purchase orders and parts requests



- Follow up on outstanding orders until parts are received
- Communicate immediately when critical parts become unavailable or delayed

Emergency and Same Day Parts Coordination

Mobile service often requires quick decisions and immediate parts support.

Responsibilities include:

- Coordinate same day parts procurement when necessary
- Arrange emergency parts pickups and deliveries
- Identify the fastest practical sourcing option while maintaining cost awareness
- Coordinate vendor deliveries to technician or customer locations
- Work with Parts Delivery Drivers and internal personnel to move parts efficiently
- Coordinate parts transfers between departments or service trucks when appropriate
- Communicate delivery expectations clearly with technicians and management
- Assist with after hours parts coordination when business needs require it

Service Truck Inventory Management

- Assist with maintaining appropriate inventory levels on mobile service trucks
- Monitor commonly used parts, fluids, fittings, electrical components, hardware, and repair supplies
- Work with technicians and Field Service management to determine appropriate truck stock
- Coordinate inventory replenishment
- Maintain established cycle count schedules
- Assist with service truck inventory counts
- Investigate inventory discrepancies
- Ensure parts transferred to service trucks are properly documented
- Identify commonly used parts that should be added to standard truck inventory
- Identify obsolete, excessive, damaged, or unnecessary inventory
- Help maintain consistent inventory standards across the Field Service fleet
- Ensure technicians have appropriate stock without creating unnecessary inventory expense

Parts Receiving and Distribution

- Receive incoming parts and verify them against purchase orders and vendor documentation
- Confirm part numbers, quantities, and condition before distributing parts
- Identify damaged, incorrect, or missing components
- Label and organize special order parts
- Stage parts for technicians and scheduled service calls
- Coordinate parts movement based on technician schedules and repair priorities
- Ensure incoming parts reach the correct technician or repair order
- Maintain organized staging and storage areas
- Communicate receiving discrepancies promptly



Repair Order and Billing Accuracy

Accurate parts documentation is an important responsibility of this position.

The Parts Coordinator is expected to:

- Ensure parts are assigned to the correct repair order
- Enter accurate part numbers, quantities, costs, and descriptions into company software
- Verify parts issued to technicians are properly documented
- Assist management with reviewing parts costs and billing accuracy
- Help identify parts that have been issued but not billed
- Ensure returned parts are properly removed or credited from repair orders
- Help protect department margins by maintaining accurate parts costing
- Communicate pricing changes or unusual costs before invoicing when necessary
- Assist with identifying billing discrepancies
- Maintain accurate records of parts associated with each repair

Returns, Cores, and Warranty Parts

- Process unused and incorrect parts returns
- Coordinate vendor return authorizations
- Track returnable cores and ensure they are returned within required timelines
- Process warranty parts and claims when applicable
- Maintain documentation associated with warranty components
- Track credits owed by vendors
- Follow up on outstanding returns and credits
- Help prevent lost core charges and missed vendor credits
- Maintain organized designated areas for cores, warranty parts, and pending returns
- Ensure returned inventory is handled according to company procedures

Vendor Coordination

- Maintain strong professional relationships with heavy duty parts suppliers
- Communicate regularly with vendors regarding pricing, availability, deliveries, returns, and warranties
- Identify alternative suppliers when primary vendors cannot meet repair timelines
- Work with vendors to resolve incorrect shipments or damaged parts
- Maintain awareness of vendor capabilities and product lines
- Help identify opportunities for improved pricing, availability, and service
- Coordinate vendor pickups and deliveries with internal personnel
- Communicate recurring vendor issues to management when necessary

Heavy Duty Parts Knowledge

This position may provide parts support for systems including:

- Diesel engines
- Transmissions
- Clutches
- Differentials and driveline systems
- Air brake systems



- Steering and suspension
- Electrical and charging systems
- Cooling systems
- HVAC systems
- Exhaust and aftertreatment systems
- Hydraulic systems
- PTO systems
- Air systems
- Trailer components
- Tires and wheel end components
- Crane and aerial equipment
- Vocational truck equipment
- Emergency and specialty vehicle components

The Parts Coordinator is expected to continually develop technical knowledge and become a dependable resource for technicians and management.

What We're Looking For

- Must be 18 years of age or older
- High school diploma or GED equivalent preferred
- Valid driver's license required
- Previous heavy duty truck, diesel, fleet, automotive, or equipment parts experience preferred
- Knowledge of Class 6 through Class 8 commercial truck systems preferred
- Experience using vendor sourcing and electronic parts lookup systems preferred
- Strong heavy duty parts research ability
- Strong organizational and multitasking skills
- Ability to manage multiple urgent requests simultaneously
- Ability to work effectively in a fast paced environment with shifting priorities
- Strong written and verbal communication skills
- Ability to communicate effectively with technicians, vendors, customers, and management
- Strong attention to detail and commitment to accuracy
- Strong problem solving and decision making skills
- Basic mathematics competency
- Computer proficiency and willingness to learn company software
- Experience with fleet or repair management software preferred
- Accurate data entry skills
- Ability to exercise sound judgment when making purchasing and sourcing decisions
- Strong sense of urgency
- Self motivated and capable of working independently
- Ability to take initiative without constant supervision
- Professional demeanor and positive attitude
- Ability to remain composed during high pressure situations



- Forklift experience is a plus
- Willingness to assist with after hours parts needs when business conditions require it

Preferred Experience

Experience or familiarity with any of the following is beneficial:

- Heavy duty fleet maintenance
- Mobile diesel service operations
- Cummins
- Detroit Diesel
- PACCAR
- Caterpillar
- Volvo
- Mack
- International
- Freightliner
- Kenworth
- Peterbilt
- Hydraulic systems
- PTO systems
- Crane and aerial equipment
- Vocational trucks
- Fire apparatus and emergency vehicles
- Specialty equipment
- Trailer systems
- Heavy duty electrical components
- Diesel aftertreatment systems

Physical Requirements

This position requires the ability to:

- Regularly stand, walk, sit, bend, stoop, and reach
- Move throughout office, parts, warehouse, and service areas
- Handle and organize heavy duty truck parts and supplies
- Lift and move parts weighing up to 75 pounds
- Push and pull carts, parts, and materials
- Load and unload parts when necessary
- Work indoors and outdoors depending on operational needs
- Work around heavy duty trucks, forklifts, service vehicles, and active repair operations

What Success Looks Like

A successful Parts Coordinator understands that every minute a mobile technician spends waiting for a part is time that technician is not repairing a customer's equipment.



Success means providing technicians with the correct parts quickly, anticipating what may be needed before the technician becomes delayed, maintaining strong communication with vendors, and keeping everyone informed when circumstances change.

Accuracy is just as important as speed. Incorrect parts create additional travel, technician downtime, increased costs, delayed repairs, and frustrated customers.

The Parts Coordinator must balance urgency, accuracy, cost, inventory levels, vendor performance, and repair priorities to make the best decision for the department and the customer.

This position has a direct impact on technician productivity, customer downtime, inventory accuracy, repair order profitability, and the overall performance of our Field Service operation.

Growth and Development

Advantage Fleet encourages employees to continue developing their knowledge of heavy duty truck systems, parts research, vendor management, fleet maintenance, inventory control, mobile service operations, and department profitability.

This position provides significant exposure to technicians, vendors, customers, service management, and the day to day operation of a growing Field Service Department.

Employees who demonstrate strong heavy duty parts knowledge, organization, dependability, urgency, cost awareness, communication, and leadership may have opportunities for additional responsibilities and advancement as Advantage Fleet 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 parts accuracy, sourcing efficiency, technician support, inventory accuracy, repair order accuracy, vendor management, cost and margin awareness, returns and core management, organization, 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.