November 12th, 2018

**Service & Inventory Coordinator Job Description**

Bacci America is the U.S. subsidiary of an Italian CNC machine manufacture for the woodworking industry. Our main clients are in the chair, furniture, and kitchen cabinent door sector. Our parent company, Paolino Bacci (Bacci), has been selling into the U.S. market since the 1960s and opened this U.S. subsidiary in 2014. Bacci celebrated their 100 year anniversary this year. The company is family owned and operated with the 4th generation currently at the helm.

Bacci America operates as a sales and service arm for the North American market, with close connections to the Italian headquarters. The company is expanding and looking to add members to our team.

**Job Summary**

To maintain and grow the spare parts inventory, handle logistics for spare parts and machine sales, as well as help improve response times for customer service. The person for this position must be detailed oriented, proactive, and able to work independently. The qualified candidate should be a self-starter and be willing to cross train and grow with the company. Our showroom/warehouse is located in south Charlotte. The position is expected to start as soon as possible and is full-time with benefits.

Reports to the Service Manager and Account Manager.

**Responsibilities**

* Analyze data to anticipate future inventory needs and place orders with headquarters.
* Receive new product from Italy and manually store items in the proper locations.
* Maintain current spare parts inventory by:
  + Ensuring proper labelling of all parts;
  + Matching to inventory;
  + Keeping accounting and technicians aware of any found discrepancies (counts, prices, product/model numbers, or descriptions);
  + Doing inventory counts and making adjustments to the system as needed.
* Track all spare parts and machine drop shipments from Italy to customers, working with logistics companies and keeping customers up-to-date on customs clearance and delivery information.
* Process spare part orders and ship in-stock items to customers.
* Support current and potential customers by answering parts and service questions via email and over the phone, resolving minor customer complaints in a professional manor.
* Direct machine sales and technical service calls and emails to the appropriate personnel, ensuring accurate and timely responses to customers.
* Maintain regular contact with key customers to identify and act upon opportunities for spare parts sales.
* Ensure warehouse safety through compliance with OSHA regulations.
* Perform other clerical and administrative support activities and special projects as directed and requested by supervisor.

**Relationships**

Accounting, Sales, and Technical Service Departments

**Requirements**

* Minimum Associates degree with four years of related experience and/or training; or equivalent combination of education and experience. BSc/BA in business administration, logistics, or relevant field preferred.
* Forklift operating license.
* Microsoft Office proficient; knowledge and experience with QuickBooks a plus.
* An analytical mind with strong math skills.
* Excellent organizational skills with high attention to details.
* Outstanding written and oral communication with interpersonal abilities.
* Reliable and trustworthy.
* Bilingual with Italian a plus, but not necessary.