

# PARTS ANALYST

WEST DIVISION  
CYPRESS, CALIFORNIA

Gosiger, Inc., one of the nation's largest machine tool distributors, is a third-generation, family owned business, founded in 1922 and headquartered in Dayton, Ohio. With over 425 employees in 12 offices Gosiger, Inc. provides sales, engineering, parts and service support services for high precision CNC machine tools.

## ESSENTIAL RESPONSIBILITIES:

1. Receive customer's (internal and external) incoming parts inquiries. Assist with the proper identification of parts. Work with vendors as required to gather the necessary information to provide a quotation for price and delivery. Track and record call volume.
2. Assist customers at the department's "will-call" area.
3. Create customer sales order (and matching purchase order if a drop ship) in the MAS90/200 business system.
4. Create sales order in BaaN if the order is an Okuma drop ship.
5. Process paperwork according to the department and vendor specific guidelines (faxing PO's, filing closed orders, etc.).
6. Assist customers with open order inquiries. Keep up to date with open vendor purchase orders.
7. Manage returned goods (including the RBE components). Issue RMA numbers to customers and process internal return forms.
8. Participate in the rotation to provide after-hours customer support in accordance with the division's policy.
9. Receive stock shipments from shipping and stock according to Product Support guidelines.
10. Maintain stock/inventory area in a neat and orderly manner according to Product Support guidelines
11. Perform Cycle Counting as required.
12. Process sales order returns and OSP returns.
13. Track and maintain inventory.
14. Keep work area neat and orderly, maintaining a clean work environment.
15. Continuously reviews current processes and procedures that make it easy for internal/external customers to do business with department/division. Ensures processes and procedures allow efficiency in work performed.
16. Based on business need, assists, supports and/or performs other job functions within department or other work area's within scope and ability.
17. Responsible for maintaining current technical, interpersonal, and communication skills through continuous development. Progressive development of skills should be cultivated through further education, seminars, company training and other external resources such as reading material.

We offer a competitive compensation package commensurate with experience and education, and an excellent benefit package.



## ESSENTIAL REQUIREMENTS:

1. Must have high school education or equivalent experience. Formal technical training is desired.
2. Have a good mechanical/electrical/hydraulic aptitude with an understanding of the basic components in machine tools and how they work.
3. Must have or be able to quickly develop the technical knowledge required to be able to identify parts for the specific lines that Gosiger represents.
4. Must have good organizational skills with a demonstrated propensity for attention to detail.
5. Must have basic computer skills needed to manipulate job-related software/programs.
6. Demonstrated self-starter with proven good attendance record and social skills needed to work productively in a group environment.

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**[www.gosiger.com](http://www.gosiger.com)**

**If you are interested in this position,  
please send your resume via email to  
[HR@Gosiger.com](mailto:HR@Gosiger.com).**