Position: Purchasing & Systems Specialist Revised 09-2026

BASIC FUNCTIONS: Process purchase orders and oversee the inventory function. Manage purchase and sales order activities to optimize both profitability and customer satisfaction. Provide product and service support to customers and to company sales staff.

Serve as the internal champion for the optimization of the company's ERP system. Work closely with company staff and software vendors to ensure the system effectively supports the company's business objectives.

SPECIFIC DUTIES:

- Process DE purchase orders with suppliers; track to on-time delivery.
- Maintain inventory levels in warehouse for inside kit builds, standard part availability, and routine counter service.
- Oversee warehouse operations for inventory accuracy; make recommendations for replacements or slow-moving parts.
- Receive and process orders from phone, fax, e-mail, sales staff or walk-in customers.
- Determine schedule requirements; process and expedite POs as necessary.
- Track, report, and communicate sales and/or purchase order status with any audiences.
- Resolve order discrepancies with customers, DE staff, and DE databases.
- Provide price quotes, order information, and technical information to customers and/or sales staff.
- Serve as the primary internal resource for ERP system training and use.
- Promote consistent ERP usage, accurate data entry and system discipline.
- Identify and establish ERP functionality, process improvements, and reporting.
- Coordinate system updates and vendor communication when needed.
- Maintain open communications with customers and potential customers regarding their fluid power and motion control needs for current as well as future applications and maintain their confidentiality.
- Learn and maintain a working knowledge of DE line card products and their applications.
- Actively research sales territories with NAICS data, SIC codes, and competitive data to generate valuable corporate information and sales leads.
- Contact customer leads and follow through on potential direct sales opportunities as requested.
- Record, analyze and report sales information from customer lead/contacts database ("TDF").
- Process and manage returned goods, repair orders, and promotional materials.
- Provide assistance to assembly, warehousing, shipping, and receiving functions as necessary.
- Follow company policies with respect to systems, procedures and information sharing.
- Maintain confidential documents & databases regarding customer contacts, costs, pricing, & contracts.
- Manage and/or complete special projects as assigned.
- Make recommendations and suggestions that promote continuous improvement.

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ADDITIONAL ERP RESPONSIBILITIES IN THE FIRST YEAR:

- EVALUATION:
  - Work with the team to document the company's requirements for a new ERP system.
  - Assist in developing ERP system requirements and vendor evaluation criteria.
  - Participate in software demonstrations and evaluation of proposed solutions.
- IMPLEMENTATION:
  - Serve as the primary internal coordinator and champion for ERP implementation.
  - Develop the implementation plan, including milestones, responsibilities, testing, training, data conversion, and system launch.
  - Coordinate the collection, cleanup, and migration of data from existing systems.
  - Participate in system configuration decisions.
  - Coordinate testing prior to implementation.
  - Identify implementation issues and operational risks and work to resolve them.
  - Assist with documentation of new standard operating procedures as needed.
  - Coordinate and/or provide employee training on system functionality.
  - Develop practical user instructions and other training resources.
  - Provide hands-on assistance to employees during implementation.
  - Help establish meaningful ERP-based performance measures for inventory, purchasing, sales, customer service, warehouse operations, and order fulfillment.

REQUIREMENTS and QUALIFICATIONS:

- BA in business or equivalent.
- Business and IT certifications preferred.
- Experience with operational software systems.
- Working knowledge of MS Office, operating systems, and AI software products.
- Strong communication, interpersonal, and teamwork skills.
- Highly organized and attentive to detail.
- Ability to multi-task and routinely meet deadlines.
- Ability to work independently with organizational skills, time management, and prioritization.
- Industrial experience with customer service and/or order management preferred.
- Strong mechanical aptitude preferred.
- Information technology and/or ERP systems experience preferred.

JOB STATUS:

- This is a full-time position with excellent compensation and benefits.
- This role will primarily be on-site in the Grand Haven office with some travel to the company's Grand Rapids office.