Parts Sales & Customer Support Specialist
De Pere, WI

At Washworld, we build automatic vehicle wash systems used every day across the country. Our equipment has to work, consistently, reliably, and in real-world conditions.

When something needs attention, our customers rely on us to respond quickly, accurately, and with a mindset of getting them back up and running. That's where this role comes in.

What You'll Do:
This role is all about supporting our customers when they need it most, whether that's identifying the right part, answering questions, or making sure an order gets out the door quickly and accurately.

- Be the first point of contact for customers calling or emailing about parts, questions, or issues
- Help customers identify the correct parts and solutions based on their needs
- Enter and manage orders from start to finish, ensuring accuracy and clear communication
- Proactively communicate order status, availability, and any delays—no surprises
- Coordinate shipping (UPS, FedEx, LTL, international) and ensure everything is prepared correctly
- Work closely with Parts, Production, and other teams to track down parts and solve problems
- Stay organized and on top of multiple priorities in a fast-paced, high-interaction environment

You'll do well in this role if you:

- Genuinely enjoy helping people and solving problems
- Stay calm and focused, even when things are moving fast or the phone is ringing
- Take ownership, when a customer calls, you see it through
- Communicate clearly and follow through on what you say
- Pay attention to details, especially when it comes to orders and accuracy
- Like being in a role where every day is a little different

What You Bring

- 2+ years in customer service, inside sales, or order processing
- Strong communication skills (phone and email)
- Ability to manage multiple tasks and prioritize in a fast-paced environment
- Comfort working in ERP systems (Sage or similar)
- Strong attention to detail and follow-through

Bonus if you have experience with parts, manufacturing, or shipping/logistics—but not required.

Why Washworld?

- A stable, growing company with a strong reputation and a long-tenured team
- In-office collaboration that actually adds value

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- Work that directly impacts our customers, production floor, and the business as a whole
- A culture where people support one another and your contributions truly matter

What You'll Get:

- Competitive pay plus health, dental, and life insurance
- 401(k) match to help you plan for the future
- Paid time off for holidays and vacation, plus paid time to volunteer in your community
- A clean, air-conditioned and heated facility so you're comfortable year-round
- Bi-Monthly birthday celebrations with free food and a chance to connect with coworkers
- Fun company events including our annual picnic, milestone anniversary recognitions, and Christmas party
- A supportive team environment where your work is valued and appreciated – seriously!

Our Non-Negotiable Standards

At Washworld, how we work together matters just as much as the work itself. The following standards guide how we show up for our customers, teammates, and partners every day. Candidates who thrive here align with these principles:

Customer Obsession: We put customers at the center of every decision and focus on long-term value.
Calculated Growth: We pursue thoughtful, sustainable growth in our people, products, and business.
Relationships: We prioritize partnerships over transactions and value strong collaboration.
Accountability: We take ownership of our work and follow through on commitments.
Trustworthiness: We build trust through honesty, integrity, and responsible decision-making.
Golden Rule: We treat others with respect, kindness, and consideration.

Those interested in applying can do so on our website at www.washworldinc.com/careers

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