



Parts Coordinator

Remote (part-time)

Hours: Monday to Friday (4 hours/day)

Wage: \$20/hour - \$23/hour

Job Summary

The Parts Coordinator is the core link between field technicians, customers, and suppliers within FLō Energy Solutions' Technical Support team. This role ensures incoming parts requests for HVAC equipment are accurately verified, sourced, ordered, and tracked — minimizing equipment downtime while maintaining accurate case and warranty records in Microsoft Dynamics 365. The position works closely with the Parts & Warranty Lead and requires high-accuracy data entry, strong vendor communication, and a proactive approach to order fulfillment.

Key Responsibilities

- Process incoming parts requests through the parts request portal, verifying unit, serial number, and site information before routing for fulfillment.
- Review technical requests and cross-reference equipment manuals or schematics to confirm correct part numbers and compatibility.
- Determine and apply correct warranty classification (in-warranty, out-of-warranty, extended) on parts requests and claims.
- Connect with parts manufacturers and distributors to check availability, obtain price quotes, and secure delivery ETAs.
- Create, update, and close parts-related cases in Dynamics 365, maintaining accurate notes, statuses, and attachments throughout the request lifecycle.
- Monitor open orders, proactively manage, troubleshoot and resolve issue related to shipping, missing information and order discrepancies with vendors, field technicians and internal team members.
- Troubleshoot and resolve issues relating to missing information, shipping
- Maintain organized records of purchase orders, shipments, returns, credits, and warranties.
- Support preparation of the monthly Parts Report and reconciliation by helping validate and reconcile case and warranty data.
- Flag recurring issues, data gaps, or process bottlenecks to the Parts & Warranty Lead to support continuous improvement.
- Provide general administrative support and other miscellaneous tasks as required.

Qualifications

- 1–3 years of experience in data entry, order processing, or logistics coordination; experience in HVAC, parts, or warranty support is preferred but not required.
- Proficiency with inventory/CRM systems (Dynamics 365 or similar) and Microsoft Excel/Office.
- Strong verbal and written communication skills to collaborate effectively with suppliers, field staff, and customers.
- Exceptional attention to detail, strong problem-solving under tight timelines, and the ability to multitask and work independently with minimal supervision.
- Adaptable and willingness to work in a high-volume environment, learn new software tools and evolving processes.



What Success Looks Like

- Parts requests are processed promptly and accurately, with minimal rework or follow-up needed.
- Dynamics 365 case and order records are complete, current, and easy for the team to reference.
- Warranty determinations are consistent and correctly documented.
- Suppliers, technicians, and dispatch stay informed, with delays or discrepancies caught early.
- The Parts & Warranty Lead and broader Technical Support team can rely on this role to keep the parts pipeline moving smoothly.

Conditions of Employment

- Permanent part-time employment (Monday to Friday – 4 hours/day)
- Ability to work from home with a home-based office
- Valid passport: able to travel across North America

If you are interested in this exciting opportunity, please forward your resume in confidence to careers@systemsflo.com

While we appreciate the interest of all applicants, only candidates selected for an interview are contacted. No agencies, please.