



JOB DESCRIPTION

Job Title: Parts Technician (Sacramento)
Department: Parts
Reports To: Director of Parts
FLSA Status: Non-Exempt
Pay Scale: \$29.00/hour to \$36.00/hour
Prepared Date: 06/05/25

SUMMARY: The **Parts Technician** supports both internal technicians and external customers by coordinating the ordering, receiving, and shipping of parts under the direction of the Director of Parts. This role is responsible for managing inventory, maintaining the computerized parts ordering system, and ensuring timely fulfillment of all parts-related needs. Additional responsibilities may include generating quotes and assisting with work order fulfillment.

BENEFITS:

- **Paid Time Off:** Vacation and sick leave, with amounts increasing based on tenure.
- **Paid Holidays:** Recognized company holidays as outlined in the employee handbook.
- **Medical Coverage:** Kaiser Gold healthcare plan available for employees and their eligible dependents.
- **Bonuses:** Eligibility for both annual and monthly bonus opportunities.
- **Retirement Planning:** 401(k) plan with employer matching contributions of up to 4%.
- **Financial Wellness:** Employer-sponsored access to a Certified Financial Planner for family budgeting, goal setting, and retirement planning.
- **Employee Ownership:** Participation in the company's Employee Stock Ownership Plan (ESOP), offering long-term wealth-building potential.

SPECIFIC DUTIES AND RESPONSIBILITIES: Includes the following role specific responsibilities. Additional duties may be assigned.

- Process internal and external parts orders for fire apparatus repairs and maintenance
- Submit purchase orders (POs) electronically and manually via email/phone to approved vendors
- Process customer payments and maintain accurate transaction records
- Maintain a clean and organized parts department, ensuring safety and efficiency
- Handle all shipping and receiving tasks (ground and freight), including documentation
- Receive, label, and stock incoming inventory; maintain part bin locations
- Perform regular inventory cycle counts to ensure stock accuracy
- Answer incoming calls and assist internal team members and external customers
- Process and close POs, ensuring parts and service charges are correctly allocated
- Perform occasional parts runs to pick up or deliver parts as needed
- Initiate and follow through on the warranty return process for eligible parts
- Contact customers to resolve outstanding payments and past due invoices

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- Source new vendors when needed to meet time-sensitive or specialty parts demands
- Conduct data entry for mass posting of parts related to loose equipment builds
- Secure and lock the facility at the end of each business day
- Interact with customers during apparatus inbounding and release activities
- Monitor and maintain appropriate levels of bulk fluids (e.g., DEF, oils, coolants)
- Update ETA (Estimated Time of Arrival) information and manage data in Smartsheet.
- Monitor and manage the parts request sheet
- Respond promptly to incoming phone calls regarding parts inquiries and updates.
- Process parts requests received via email.
- Log and organize all parts requests (phone calls, texts, and emails) into Excel on a weekly basis, primarily on Fridays. **ESSENTIAL DUTIES AND RESPONSIBILITIES:** Includes the core responsibilities expected of all employees across the organization.
- Foster a safety-first, high-performance culture aligned with company values.
- Identify opportunities to expand service offerings, increase efficiency, and improve processes.
- Work within a team environment to ensure that corporate, team, and personal goals are achieved.
- Establish and maintain current and potential customer relationships.
- Communicate new opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff.
- Strive to attain continued market growth and profits.
- Perform all tasks consistent with company guidelines and management instruction in a timely manner.
- Adhere to all Golden State Fire policies, procedures, directives, and notices as documented in Employee Handbook, Policies, and other company communications.
- Respond to all telephone and e-mail correspondence in a prompt and professional manner.
- Create and submit expense reports per company policy.
- Complete training activities required by the company within a timeline identified by management.
- Maintain a clean, tidy, and well-organized work environment.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory duties.

CORE CONDUCT & VALUES: A demonstration of the character and core values that every team member is expected to embody within Golden State Fire.

TRAIT	WHAT IT LOOKS LIKE
Integrity	Acts ethically, honors commitments, earns trust.
Interpersonal Skills	Listens actively, maintains confidentiality, engages with empathy.
Team Collaboration	Shares credit, supports others, builds positive morale.
Dependability	Owens actions, follows through, meets deadlines.
Adaptability	Adjusts to change, stays effective under pressure.
Reliability	Shows up on time, ready to contribute.
Productivity	Works efficiently, meets standards, seeks improvements.
Quality Focus	Checks work, applies feedback, maintains high standards.
Organized Workstyle	Plans ahead, manages time, aligns goals with actions.

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Safety First	Follows procedures, reports issues, uses equipment properly.
Technical Mastery	Applies knowledge, solves problems, seeks growth.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- High school diploma or GED required.
- Minimum two (2) years of experience in a parts or inventory field.
- Fire apparatus or fire pump/valve maintenance experience preferred.

Language & Communication

- Able to read and interpret safety rules, manuals, and technical documents.
- Capable of writing routine reports and correspondence.
- Comfortable speaking effectively to groups of employees or customers.

Mathematical & Reasoning Abilities

- Proficient in basic math, including fractions, decimals, percentages, and unit conversions.
- Able to compute rates, ratios, and interpret basic data visualizations (e.g., bar graphs).
- Skilled at solving practical problems in variable, real-world situations with limited standard procedures.
- Capable of interpreting and executing written, verbal, diagrammatic, and scheduled instructions.

Computer & Office Skills

- Familiar with Internet tools and Microsoft Office Suite (Word, Excel, Outlook).
- Experience with Smartsheets preferred.
- Basic use of office equipment (email, copier, fax, postage meter, phone) required.

Licenses & Certifications

- Valid California Commercial Driver’s License (Class C)
- Proof of valid auto insurance required.

Physical & Emotional Demands

- Frequent physical activity: standing, walking, lifting (up to 75 lbs), climbing, crawling, kneeling, etc.
- Must possess functional vision: close, distance, color, peripheral, depth perception, and focus adjustment.
- Must maintain emotional resilience in a physically demanding, high-pressure work environment.

Work Environment

- Regular exposure to loud noise, fumes, moving parts, and toxic chemicals.
- Occasional work in wet, hot, or humid outdoor conditions.
- Will need to operate in a fast-paced, high-demand environment.

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- Strong multi-tasking and prioritization skills are required to manage competing responsibilities.

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