

The Whalen Company – Aftermarket Support Specialist - Job Posting

The Whalen Company has an opening for an Aftermarket Support Specialist at its Easton, Maryland plant location. Established in 1962, The Whalen Company is one of America's most innovative leaders in the commercial heating and air conditioning industry providing packaged heat pumps, vertical stacked fan coil units and heat pumps for applications worldwide including hotels, condominiums, apartments, senior living facilities, office buildings, schools and dormitories. Whalen is a subsidiary of VAST Industrial Corporation, located in Ontario, Canada. VAST owns various manufacturing companies and delivers high-value steel and manufacturing solutions to clients throughout North America and beyond.

The Aftermarket Support Specialist is responsible for supporting the Aftermarket Department by processing parts orders, coordinating work orders, managing inventory tasks, and assisting sales representatives and internal teams. This role partners with the Aftermarket Manager to drive sales and ensure timely order fulfillment, resulting in efficient service and high customer satisfaction.

Key responsibilities include the following:

- Process Aftermarket Parts Store orders and create work orders as needed
- Research and resolve orders on hold or delayed shipments
- Communicate out-of-stock items and offer alternatives to sales representatives
- Review and manage various operational reports, ensuring timely follow-up and resolution of outstanding items
- Issue materials and verify inventory through physical counts or plant coordination
- Review open order reports and notify management of delays
- Process returns
- Answer phones, emails, and manage voicemail
- Perform other duties as assigned to support Aftermarket operations

Qualifications and Skills Required:

- 3-5+ years progressively more responsible related office experience
- Proficiency in Excel

Preferred

- Order Experience
- Experience in Manufacturing
- Experience with ERP systems (INFO Visual preferred)

Key Competencies

- Strong attention to detail and organization
- Effective communication and problem-solving skills, able to partner well with operations
- Ability to manage multiple priorities in a fast-paced environment
- Desire to learn and focused on continuous improvement.

Employee Benefits Include:

- Weekly Pay
- Medical, Dental, Vision Insurance
- Company Paid Life & Disability Insurance
- 401(k)
- 9 ½ Paid Holidays per year
- Company Paid Vacation and Sick Leave

Pay Range for this position is \$17.00 to \$22.00 per hour.

How to apply for this Whalen position: Email Cover Letter and Resume to Human Resources:

hr@whalencompany.com