

JOB PROFILE

SERVICE / PARTS ADVISOR TRAINEE

Reporting to the Service and Parts Supervisor on a daily basis and working in a busy team, the post-holder will be trained to ensure that they have a consistent and professional approach towards internal staff and customers.

The trainee upon completion of training will be expected to be proficient in the following duties.

Particular areas of responsibility will be to: -

- Interpret customer needs and supply goods and services to all customers as required by thorough knowledge of parts and service requirements.
- Order parts in line with operational needs.
- Check incoming stock against delivery notes and store stock in correct location, updating computer with goods received in an accurate manner.
- Assist with delivery and collection of parts as required.
- Ensure that all outgoing stock, ICT's and returns are checked, packaged and documented correctly.
- Ensure adequate stock control is maintained and assist with regular stock take.
- Deal with customer needs face to face and over the phone with a professional and friendly approach.
- Take service bookings and load the workshop as required
- Raise invoices for completed work and cost job cards for completed work within the workshop.
- Cover the service reception as and when required.
- Working closely with dayshift technicians and foreman

Candidates should be able to demonstrate: -

- ✓ Proven organisational skills
- ✓ Excellent customer service skills, including the ability to build positive relationships with the customer and to interpret customer needs
- ✓ Proven administrative skills
- ✓ The ability to work as a team player in a busy department
- ✓ Computer literate
- ✓ Able to demonstrate accuracy and attention to detail
- ✓ Flexible approach to working hours
- ✓ Ability to work on own initiative under pressure

Particular experience / skills that will be regarded as ideal are: -

- Computer literate
- Willing to learn new skills
- Excellent time keeping and flexibility