

JOB PROFILE AFTER SALES ADVISOR

Reporting to Depot Manager, the post holder will help the smooth daily operation of the After Sales Department, working within a strong team environment. The successful applicant will need to deliver outstanding customer service to both internal and external customers.

Working Monday to Friday plus alternate Saturdays the post holder will be expected to show a reasonable degree of flexibility of working hours to cover holiday and sickness when required.

Particular areas of responsibility will be to: -

- Interpret customer needs and supply goods as requested by thorough knowledge of parts catalogue.
- Liaise with Recycling parts department
- Order parts in line with operational needs and chase up suppliers.
- Check incoming stock against delivery notes and store stock in correct location, updating computer with goods received.
- Assist with delivery and collection of parts as required.
- Ensure that all outgoing stock, whether returns to suppliers or deliveries to customers, 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.
- Ensure that usual trading terms e.g. discount levels are adhered to at all times.
- Invoice all parts supply in a timely manner.
- Ensure that order numbers are obtained where needed.
- Input/extract information from the computer systems.
- Assist with warranty returns and old unit stock returns.
- Establishing where VOR orders are essential within authority limits.
- Ensure that all reception booking procedures are carried out and adhere to the recall process.
- Raise job cards ensuring customer details are correct
- ~Assist in keeping the customers informed of job progress at all times and advise customer of extra work required, fax or e-mail estimates of repairs required and ensure work is authorised and any other follow up process needed
- Ensure service / inspection documentation is correctly completed and customer defect procedure adhered to.
- Assist in maintain a daily flow of quality job cards
- Schedule customers inspections, service & MOT's
- Work within credit account limits and obtain necessary authorisation
- Good overall house keeping, including filing
- Assist with other duties as and when required.

Candidates should be able to demonstrate: -

- ✓ Proven organisational skills
- ✓ Excellent customer service skills, including the ability 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: -

- Knowledge of the automotive industry
- Previous experience in a parts environment
- Working knowledge of Kerridge