

JOB PROFILE – PARTS ADVISOR

Reporting to the Parts Supervisor on a daily basis and working in a busy team, the post-holder will ensure that a consistent and fully operational parts service is maintained. They will also ensure efficient communication is maintained with dayshift parts, service, recycling depts. and customers.

Particular areas of responsibility will be to: -

- Interpret customer needs and supply goods as requested by thorough knowledge of parts catalogue.
- 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, ICTs, 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.
- Ensure that usual trading terms e.g., discount levels are adhered to at all times.
- Accurate booking of workshop parts.
- Pre picking of parts to aid efficiency.
- 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.
- Assist with other duties as and when required.
- Returning supplier packaging.
- Working closely with dayshift technicians and foreman

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
- Knowledge of the Kerridge/ADP computer system