

## PARTS ADVISOR

This position is for an experienced Parts Advisor, 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 department and customers. This position is accountable to the Branch Manager and reports to the Parts Supervisor on a day-to-day basis.

Location: Cardiff

Monday – Friday 40 hours

### Your tasks

- 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.

### Your tasks

- 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

### Your experience/ skills

- 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
- Knowledge of the automotive industry
- Previous experience in a parts environment
- Knowledge of Kerridge computer system

### Additional information

For any questions related to this job, please speak to Marc Sheridan, Branch Manager on +44 (0)7711 638 821

### Application Process

Applications should be submitted to [Marc.Sheridan@keltruck.com](mailto:Marc.Sheridan@keltruck.com)