

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 on a four shift basis Monday to Friday 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
- Accurate booking of workshop parts.
- Pre picking of parts to aid efficiency.
- 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
- Working knowledge of Kerridge