

## **JOB PROFILE – PARTS SUPERVISOR**

### **Main Purpose of Role**

Reporting to the Depot Manager and working in a busy team, the post-holder will be responsible and accountable for the daily operation of the Parts service to our customers and staff, ensuring that a consistent and fully operational parts service is maintained. They will also be responsible for the supervision of parts staff and management of the parts department workload. The post-holder must ensure effective communication is maintained with customers, other after-sales department members and have responsibility for ordering stock, increasing sales, initiating terms of business with customers and maintaining agreed stock levels.

### **Duties & Responsibilities: -**

- Supervision of parts department, staff and workload
- Interpret customer needs and supply goods as requested by thorough knowledge of parts catalogue.
- The post-holder will have responsibility for increasing parts sales, by informing customers of our products and implementing terms of business, within agreed discount ranges, working to sales targets
- Produce stock level reports and initiate action where necessary to ensure stock levels are maintained and queries resolved, within agreed timescales
- Order parts in line with operational needs and ensuring suppliers provide delivery in a timely manner.
- Check incoming stock against delivery notes and store stock in correct location, updating computer with goods received.
- Ensure 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 manage stock take within agreed timescales.
- Advise customers about their parts requirements, best suited to their needs, maintaining a professional and friendly approach.
- Ensure that trading terms are adhered to at all times.
- Invoice all parts supply in a timely and accurate manner, ensuring order numbers are obtained where needed
- Manage warranty and old unit stock returns.
- Establishing where Vehicle Off Road (VOR) orders are essential within authority limits.
- Assist with other duties as and when required.
- Ensure all Health & Safety legislation and housekeeping standards are maintained at all times.

**Candidates should be able to demonstrate: -**

- Proven organisational & administrative skills and ability to work without supervision
- Excellent customer service skills, including the ability to build positive relationships with the customer and to interpret customer needs
- Computer literacy – previously used in-house company database systems
- Able to demonstrate accuracy and attention to detail
- Flexible approach to working hours
- Experience of supervising staff
- As reflected in a position of this nature a degree of flexibility in regards to working pattern to suit the needs of the business would be expected on occasions.

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

- ✓ Knowledge of the automotive industry
- ✓ Automotive computer systems (especially Kerridge)
- ✓ Previous experience in a parts environment – High