

## **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, ICT's 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
- Current and clean UK driving license