

JOB DESCRIPTION & COMPETENCIES

PARTS SALES ADVISOR

JOB OVERVIEW

To capture and maximise every opportunity for aftersales Parts & labour

KEY RESPONSIBILITIES

- To service and manage all customer enquiries internal and external while upselling at every opportunity
- To actively review and find opportunities within key accounts
- To keep work area clean and tidy
- To handle incoming deliveries from suppliers
- To maintain high levels of Health and Safety standards
- To achieve the targets and job standards set out by Department Manager / Supervisor
- To be communicative between Department Manager / Supervisor / Colleagues
- To be adaptable and flexible in your approach to work
- To work efficiently and effectively as part of a team and independently
- To perform any reasonable request from Department Manager / Supervisor

KEY ATTRIBUTES

- Customer focus
- Attention to detail
- Good standard of numeracy
- Basic IT skills

KEY RESULT AREAS

- Total customer satisfaction (internally and externally)
- Total team centred environment