



JOB DESCRIPTION

Job Title: Parts Advisor	Department: Parts
Reports to: Parts Manager	Effective Date:
Branch: Heathrow	
Job Purpose: To satisfy all customer requirements and increase all aspects of the parts business through effective and efficient parts supply and distribution	

Responsibilities include:

- To ensure that all customers and internal parts needs are dealt with promptly and courteously responding immediately to requests for parts
- To be continuously and consistently conscious of customer needs providing at all times the highest level of courtesy and service, and promote customer satisfaction and dealership CXI rating
- To be fully aware and adhere to the usual trading terms and account procedures of the dealership
- To ensure that parts are correctly checked against delivery notes and that they are binned accordingly before the delivery note is signed
- To ensure that the work area is kept to a high standard of cleanliness and that Health and Safety and COSHH requirements are adhered to all times
- To maintain up-dated displays at all times providing high quality merchandising of parts and accessories
- To ensure that all exchange and warranty units are returned to the parts department and prepared and returned in the prescribed manner
- To maintain a surcharge ledger (exchange / core parts)
- To ensure that all chargeable cases are returned to CWG so that suitable credit can be gained
- To participate in personal development and attend training courses both internally and externally
- To ensure that all procedures for handling cash, credit / debit card accounts are fully adhered to in accordance with CWG policies
- To ensure data capture is accurately entered on CRM systems
- To report any stock damage or stock losses to the manager without delay
- To assist in stock checks when required
- To pack and load parts correctly and be acquainted with all dispatch methods
- To maintain great working relationships with colleagues in other departments
- Present a professional image continually with the CWG brand identity at all times
- Be prepared to undertake hours of work to suit the business

Required competencies:

- Good analytical skills
- Proactive approach in maintaining customer standards
- Good telephone manner
- Attention to detail
- Problem solving skills
- Organisational and administration skills

Required experience:

- Experience in a similar role
- Experience of truck, or related industry

Computer skills:

- CD-UK / Kerridge: Preferred.
- Microsoft Office: Preferred.

Specific knowledge:

- In-depth knowledge of the truck industry

Language skills:

- English: Fluent

Education:

- Good basic secondary education
- Full driving licence

