



JOB DESCRIPTION

Job Title: Parts Operations Assistant	Department: Heathrow Parts
Reports to: Warehouse Supervisor	Effective Date:
Job Purpose: <p>To assist the Warehouse Supervisor with the day-to-day tasks throughout the warehouse & logistics department. To ensure all warehouse & logistics KPIs are achieved in line with company vision and policies. Work with and support the Warehouse Supervisor to maintain proficient operations at all times. To help and support the front of house as and when required. To ensure all parts are picked for both goods inwards & goods outwards. To ensure the efficient receipt, storage and dispatch of a range of goods. To work collaboratively with your fellow colleagues in your department and other departments within the Cordwallis Group. To ensure you promote a positive can-do attitude to tasks and projects alike as and when asked to by management.</p>	

Key duties to include, but not limited to:

- To process all exchange and old core parts on time with all brands from start to finish in line with the company's policies.
- To process all PDR returns, all brands, from start to finish, in the required time frame, in line with the company's policies.
- To process warranties for all brands from start to finish, ensuring we meet the required time frame in line with the company's policies.
- To support the Warehouse Supervisor with any reports that need to be managed, run and actioned as directed by Warehouse Supervisor or management alike.
- To support the Warehouse Supervisor in receipt of stock onto system, ensuring all stock is correctly ticked off on the paperwork along with the correct quantities, raising any discrepancies to the Warehouse Supervisor at the time.
- To support the Warehouse Supervisor in receipt of VOR onto the system, as above.
- To have a good understanding of the company's policies and vision and uphold these on a daily, weekly and monthly basis.
- To support the Warehouse Supervisor in keeping stock control up to date by running daily, weekly, monthly stock check's and liaise with the Warehouse Supervisor on any discrepancies.
- To be a positive member of the team encouraging efficient teamwork to ensure all KPIs are achieved.
- To support the Warehouse Supervisor with all picking and invoicing of parts, daily, weekly and monthly, for both external and internal customers alike with 100% accuracy.
- To support the Warehouse Supervisor with any ICTs, picking them quickly and efficiently and processing them to ensure the other sites get their parts on time.
- To support the Warehouse Supervisor with the accuracy of picking parts for delivery, that they are double checked to ensure no wrong parts are supplied and all correct documentation is present.
- To support the drivers with the loading and unloading of their vans as and when required.
- To help support & advise drivers on delivery routes and organise the drops by customer of importance as directed by the parts team or management.
- To support the Warehouse Supervisor with any admin duties as directed and within the time frame specified.
- To support the Warehouse Supervisor with any additional driving as and when required as directed by the Warehouse Supervisor or management alike, to ensure we are always offering A* customer service at all times.
- Present a professional image of the company at all times.
- Be prepared to be flexible with working hours as and when the demands change within the business as directed by the Warehouse Supervisor or management alike.
- To ensure that parts are put away and stored in the correct manor and in the correct location.
- To support the Warehouse Supervisor to ensure the upkeep of shelf-life items are reviewed and actioned as required.

Essential Skills:

- Excellent oral and written communication skills.
- Be good with numbers and the use of warehouse KPIs.
- To have good people skills, help inspire others.
- To be a good team player, putting the needs of the team first.
- To have good time management and be able to plan ahead.
- To have good organising skills.
- Be able to multitask and be flexible to changes and demands as and when they arise with a positive can-do attitude.
- Accuracy and attention to detail.
- Initiative and decisiveness.
- To have a good level of understanding on how to use MS Office, Excel, Word, Outlook & Kerridge systems.
- To be able to think on your feet, good at solving problems and thinking outside the box.
- The be able to work well under pressure.
- To be flexible in your approach to tasks while not compromising on proficiency.

Computer skills:

Outlook
Excel
Word
Kerridge

Requirements:

Previous experience of working in a warehouse & or logistics environment.
Basic level of IT skills.
Positive & collaborative approach to work and colleagues alike.
Enthusiastic & driven to offer A* customer service.

Progression Pathway:

Parts Operation Supervisor.

Education:

Minimum of GCSEs, grade C or above in Maths & English.