

JOB DESCRIPTION

Job Title: Parts Apprentice

Responsible to: Parts Supervisor / Parts Operations Manager

General Description

To shadow Parts Advisors, advise and supply parts over the phone, sales counter and to workshop technicians.

Key Tasks and Responsibilities

1. To shadow parts advisors in the day to day running of the department
2. To effectively be able to advise customers of their parts requirements either using skill and knowledge or computer programs.
3. To take orders over the telephone, email and sales front counter.
4. Produce a picking list and collect parts from warehouse for front counter sales and/or get parts ready for delivery by arranging parts onto van drivers shelves.
5. Dealing with card payments over the phone and at the front counter.
6. Raising invoices and issuing them to the customers.
7. Maintain marketing display areas by keeping them up to date with the latest product range.
8. To work in conjunction with the workshop by supplying them parts and raising internal invoices.
9. To maintain a professional and helpful attitude at all times
10. Attend training courses and to show a professional manner that represents the company.

Working With

To liaise and co-operate fully with other parts advisors, van drivers and the service department.

Persons Reporting

None.

Personal Criteria

1. To be fully computer literate
2. Be competent to use Parts Rapido
3. Must have passed Skillnets assessments

Performance Criteria

1. To help try and hit parts sales daily targets