



## THURLOW NUNN STANDEN

### Job Description

**Job Title:** Parts Person  
**Reports To:** Parts Manager  
**Job location:** Melton Branch

#### **Job Purpose**

Accountable for providing a comprehensive parts and sundries service to retail, account and internal customers

#### **Key Accountabilities**

Selling parts and sundries to retail and account customers  
Raising and chasing parts and sundries orders and invoices  
Provide a side counter service for the workshop and to maintain the relationship with internal colleagues  
Retail and stores area housekeeping  
Build and maintain customer relationships ensuring all customers are kept updated and informed of order status, promotions and other information  
Maintain stock levels and replenishment within the showroom and stores  
Unloading and putting away deliveries including receiving in, checking, recording and stocking up goods  
Conducting stock checks and audits as required  
Upselling and promoting special offers and current promotions  
Delivery of parts and visiting customer off site may be required  
Selling and installing Horticultural equipment (including Ride on Mowers)  
Compliance with company policies and procedures including Health and Safety and GDPR.

#### **Administration:**

Completion of inventory management documentation  
Completion of departmental manual documentation

#### **Databases**

Utilisation of parts database(s)  
Utilisation of IBCOS system and reports

#### **Job Dimensions**

**Staff:** No direct reports, but working within a close team  
**Planning:** Planning personal activities in accordance with dept objectives  
**Confidential Information:** Customer Base, Prices, Discounts, Profit Margins and similar commercial information  
**Degree of Supervision:** Supervised by Parts Manager  
**Contacts:** Dealership management and staff. Potential and existing customers. Suppliers representatives  
**Working Conditions:** Based at the Melton branch  
**Equipment and Tools:** Mobile phone when on call. IT based applications  
At times the post-holder will be expected to perform duties outside of this job description in order to ensure the maintenance of a high level service to our customers