



THURLOW NUNN STANDEN

Job Description

Job Title: Parts Person
Reports To: Parts Manager
Job location: Eagle Iron Works, Creake Road, Sculthorpe, Fakenham, Norfolk NR21 9NH

Purpose

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

Key Accountabilities

General:

Selling parts and sundries to customers
Supplying parts and sundries to internal customers
Merchandising, point of sale and retail area setup
Assisting customers and colleagues with parts enquiries
Raising and chasing parts and sundries orders
Informing customers of order progress
Stock level monitoring and replenishment, as required
Data inputting: goods receipt, checking, recording and stocking
Conducting stock checks and audits as directed
Assisting with branch marketing programmes
Retail and stores area housekeeping
Compliance with company policies and procedures, including Health & Safety

Administration:

Completion of inventory management documentation
Completion of departmental documentation

Databases:

Utilisation of parts database(s)
Utilisation of IBCOS system and reports
Utilisation Epsilon system and reports
Utilisation of employee self-service system

Communication:

Liaison and communication with customers, work colleagues, manufacturers and suppliers

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 Sculthorpe branch, working in the parts, stores and retail area

Equipment and Tools:

Mobile phone when on call, IT based applications, manual handling equipment and operating tele-handler.

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.