



## **Job Description**

**Job Title:** Trainee Parts Person  
**Reports To:** Parts Manager  
**Job location:** Wisbech Road, Littleport, Cambs, CB6 1RA

The Trainee Parts Person will be fully supervised by the Parts Manager and will receive in house training and manufacturers' training whilst working towards achieving a modern apprenticeship (if applicable). During this training programme the apprentice will carry out a variety of duties in accordance with the following job description with responsibility and accountability increasing with competence and experience.

### **Job Purpose**

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

### **Key Accountabilities**

**General:** Selling parts and sundries to all 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  
Goods receipt, checking, recording and stocking  
Conducting stock checks and audits as directed  
Conducting branch marketing programmes, as directed  
Retail and stores area housekeeping

**Administration:** Completion of inventory management documentation.  
Completion of departmental manual documentation

**Databases:** Utilisation of parts database(s)  
Maintenance of customer account database  
Utilisation of IBCOS system and reports  
Utilisation Epsilon system and reports

**Communication:** Liaison and communication with customers, colleagues, head office administration personnel, manufacturers and suppliers.

### **Job Dimensions**

**Staff:** No direct reports, but works 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 Littleport branch, working in the parts, stores and retail area

**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.