



THURLOW NUNN STANDEN

Job Description

Job Title: Parts Person
Reports To: Parts Manager
Job location: Hinderclay branch

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 retail and account customers
- Supplying parts and sundries to internal customers
- Merchandising, point of sale and retail area set up
- 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
- Compliance with company policies and procedures, including Health & Safety

Administration:

- Completion of inventory management documentation
- Completion of departmental manual documentation

Databases:

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

Communication:

- Liaison and communication with customers, colleagues, head office administration, 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 Hinderclay 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