

Parts Advisor - Jedburgh

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Company: Thomas Sherriff & Co Ltd

Location: United Kingdom

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Parts Advisor - Jedburgh

Full Time

Bongate, Jedburgh TD8 6DU, UK

With Professional Experience

4/12/24

Our Parts Advisor's report to the depot Parts Manager and play a central part in our mission to provide excellent customer experiences. Our parts department is a busy place, from serving customers both in person and on the phone to ensuring our stock is correct. Excellent customer service is a must, we expect all our customers to get the same outstanding levels of customer service.

In addition to customer-facing duties, this role will also spend time supporting the set out of the retail store and conducting stock takes. Customers both external and internal, our Parts Advisers support the workshop and ensure that the correct parts are available when jobs are undertaken, working with our colleagues to identify parts, pick parts from stock and/or order parts as required. Experience in an agricultural, construction or garden equipment parts department is preferred but not essential. You will develop an excellent working

knowledge of our products John Deere, Kuhn, Kramer to name a few and use the tools provided be able to answer the customer's queries.

Parts Advisors duties include:

Promotes and sells parts and/or services to meet customer needs both face to face and over the phone.

Supplies Service Technicians with parts as required.

Identifies parts through a variety of catalogue systems to provide quotations for a range of agricultural equipment.

Assists with preparing and maintaining merchandise display within the showroom.

Verifies receipt of incoming shipments

Follows up on shortages and accelerates issues by reporting to the Depot Parts Manager.

Executes sales parts marketing plans and shares ideas for future campaigns.

Executes telemarketing sales operations.

Maintains control of inventory management, invoicing and other administrative tasks.

Assists in keeping parts inventory clean, orderly and well organised.

We look for:

Competent knowledge of agricultural equipment and the farming industry preferred.

Ability to use standard computer applications and internet functions.

Excellent customer relationship skills.

Familiar with franchises and competitive products.

Ability to work in a team environment.

Ability to work extended hours and weekends.

Passion and drive for exceeding targets.

Benefits:

Competitive salary

Overtime opportunity

30 days holiday

Performance bonus

Private healthcare policy

Company pension

Employee discount

On-site parking

Schedule:

Monday to Friday

Overtime

Weekend availability

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