

Parts Advisor

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Company: Excel Resourcing

Location: Newtownabbey

Category: other-general

Parts Advisor

Excel Resourcing are looking for a Parts Advisor to join their friendly team.

If you work in Automotive Industry and would like to expand on your knowledge or try something new then don't hesitate, apply TODAY!

The right candidate should have experience of working with HGV Parts.

Key duties and Responsibilities

- * Receive all parts orders, interpreting customer requirements and giving advice on any additional requirements or prices, matching orders against stock items and advising customer of any items which are not stocked or need ordering.
- * Locate unavailable items from other suppliers and arrange for delivery or pass order to stock control.
- * To make up customer orders for dispatch as required ensuring that they match customer order and that any shortages are highlighted, ensuring that all orders taken are fully completed, invoiced, and dispatched as scheduled and that the customer is kept fully informed of progress or of any problems.
- * Ensure that all customer complaints are dealt with both speedily and effectively, referring any unresolved problems to the job holder's immediate supervisor
- * Handle all internal and external customers and suppliers with courtesy
- * Adhere to Health & Safety Policies and Procedures at all times
- * Ensure that the image and levels of customer service within the department is in line with company standards

Preferred Qualifications and Experience

* Proactive and resourceful, you will have a committed approach to customer care with a can-do attitude.

* Excellent communication and interpersonal skills.

* Stock control experience

* Good working knowledge of Kerridge

* Previous experience in a Parts advisor role.

* Previous experience within automotive dealerships.

Hours: Monday to Friday- 42.5 Hours a Week/Rotation Shift with 30 minutes lunch

Salary: £27,846 Annually.

Location: Newtownabbey, Northern Ireland.

We are an equal opportunity employer and considers all qualified applicants equally without regard to race, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

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