

Parts & Project Support Assistant

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Company: Recruitment Helpline

Location: Gateshead

Category: other-general

An excellent opportunity for a Parts & Project Support Assistant to join a well-established company based in Birtley, Gateshead.

Job Type: Full-Time, Permanent.

Reporting To: Operations & Projects Coordinator.

Location: Gateshead.

Salary: £25,000 Per Annum.

About the Role:

The Parts & Project Support function will provide vital assistance to project owners and service engineers. The role will contribute to the success of projects to ensure key deliverables are met on time.

You will also be responsible for selling and developing the company's hydraulic parts and spares business, by providing quotations, processing orders, identifying parts and by actively promoting parts from their trusted partners.

The right candidate will need to have excellent organisational and record keeping skills. You should have strong communication and enjoy working in a fast-paced environment.

This position requires a strong ability to manage individual tasks with high attention, while being very dynamic to meet deadlines and targets.

This position will be a varied and challenging role with positive opportunities for a motivated individual to develop the position and achieve their own career goals.

Main Duties:

- Communication with customers and suppliers
- Review and clarify customer requirements
- Gather quotations from suppliers and sub-contractors for parts and services
- Raise purchase orders
- Track progress of purchase orders at regular intervals to ensure smooth running of the project and on time delivery to our customers
- Organise packaging and shipment to customers
- Collect timesheets and expenses and invoice customers accordingly
- Update inventory system by adding key stocked items and update pricing
- Prepare and submits quotes to customers for parts, spares, and services
- Ensure that parts and spares are dispatched on time
- Ensure projects adhere to frameworks and all documentation is maintain appropriately for each project.
- Ensure that customers are being informed about progress or delay
- Providing administrative support as needed
- Arrange travel and accommodation for members of the team
- Provide alternative parts if the requested item is obsolete or on long lead time
- Find solutions to drive sales
- Liaise with suppliers and manufacturers for parts information
- Process customer orders for parts and accessories
- Helping customers find and purchase the correct parts
- Provide customer with technical advice by liaising with our engineers
- Meet and exceed sales targets and performance metrics
- Supporting in all areas of work where appropriate
- Ensure compliance with customer requirements

- Embrace and support company values

Candidate Requirements:

- Excellent IT skills with confident use of Microsoft Office packages including Word, Excel and Outlook
- Excellent personal organisation and time management
- Great communication skills
- Strong attention to details and pride in accuracy
- Enthusiasm and pro-active attitude
- Great coordination and control under pressure
- Demonstrate experience of working proactively in a busy environment and proactively supporting customers and others in a team
- Eligible to work permanently in the UK
- Full driving licence
- Being sales and target orientated
- Proficiency in using sales software and CRM systems
- Previous experience of managing inventory
- Ability to build and maintain relationships with customers
- Eligible to work permanently in the UK.
- Full driving licence

KPI's:

- Parts sales growth according to agreed targets
- On time completion of project support tasks.

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Cross References and Citations:

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