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## Technical Services Advisor

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Company: FAI Automotive PLC

Location: Leighton Buzzard

Category: other-general

FAI Automotive has a long-standing history in the wholesale supply of Aftermarket components to independent motor factors and buying groups. Over the past 40 years, FAI has evolved from a humble family-owned business to a highly successful company, operating within a network of businesses owned by Motus Aftermarket Parts – An arm of the publicly listed Motus Holdings based in South Africa. Currently going through a period of rapid expansion, we require an additional team member in our busy Product and Technical team. Responsibilities Authorise, log and evaluate returned parts, identifying supplier and determining reason for failure and any potential corrective action. Organise the return of parts to supplier when required. Producing customer technical reports Answer technical application queries from customers, the sales team and export and liaise with product managers where necessary. Liaise with remanufacturing supplier relating to the return of claimed faulty parts and arranging product testing. Monitoring of online warranty tracking programme. Maintaining database of warranty claims, debit notes. Identify warranty claim trends/patterns and feedback to Product Manager Working in conjunction with Product Manager, examine and evaluate products from potential suppliers. Check production quality of parts to ensure they conform to samples supplied. Qualifications Computer literate (including Excel and Outlook) Good telephone manner and able to work under pressure and as a team member Knowledge of car parts and the automotive industry

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