

**Job Title:** Parts Advisor



**Job Reference:** PA24

Overview: We are seeking a dedicated and knowledgeable Parts Advisor to join our team. The Parts Advisor will play a crucial role in ensuring the efficient operation of our service department by providing excellent customer service, managing inventory, and assisting in the procurement of parts. The ideal candidate will possess strong communication skills, attention to detail, and a passion for leisure vehicle parts and accessories.

**Reporting to the Workshop Manager you will undertake the following tasks:**

**1. Customer Service:**

- Provide exceptional customer service by assisting customers in identifying and purchasing the correct parts for their vehicles.
- Answer inquiries, provide product information, and offer recommendations as needed.
- Secure customer deposits for bespoke orders with clear terms & conditions.

**2. Inventory Management:**

- Monitor parts inventory to ensure adequate stock levels are maintained, conduct regular audits, and place orders to replenish stock as needed.
- Organize and maintain inventory storage areas for easy access and efficient workflow.
- Ensure all stock is photographed and uploaded to PL for easy identification.
- Ensure any unused items are maintained in a clean and sellable condition.
- Sell off surplus stock via online channels or other mediums.

**3. Order Processing:**

- Process parts orders accurately and efficiently.
- Verify part numbers, pricing, and availability before placing orders with suppliers.
- Coordinate with suppliers to ensure timely delivery of parts and resolve any discrepancies or issues with orders.

**4. Technical Assistance:**

- Provide technical assistance and support to customers and service technicians regarding parts compatibility, installation procedures, and troubleshooting.
- Stay informed about new products, technical updates, and industry trends to provide up-to-date information and assistance.

**5. Merchandising:**

- Create merchandise displays in the shop and customer waiting areas.
- Create point of sale material and generate promotions, to support the upsell of accessories and parts.
- Update HCV website to reflect product promotions and accessory options.
- Upload older stock items to HCVs online store and process any sales.

**6. Documentation and Record-Keeping:**

- Maintain accurate records of parts transactions, including sales, returns, and exchanges.
- Generate reports on inventory levels, sales performance, and other relevant metrics as required.

- Ensure all documentation and paperwork comply with company policies and procedures.

**7. Team Collaboration:**

- Collaborate with other members of the business, including sales & hire departments to support their parts needs.
- Liaise with all members of the service department, including service advisors, technicians, and managers, to ensure seamless communication and coordination of parts-related activities.
- Work together to identify opportunities for process improvement and enhance overall department efficiency.

**8. Warranty Support:**

- Support the Aftersales & Warranty advisor in identifying parts required and monitor processes to ensure stock is correctly brought into the parts and accounts system.
- Assist with back-end support for holiday cover as required (dealing with manufacturer websites and ordering parts etc).

The above list is not exhaustive, and you may be asked to undertake additional duties as the parts dept, workshop and service facility develops and grows.

**Essential Skills:** Experience of parts ordering and stock control systems; strong communicator, both written and verbal; confident, outgoing personality; friendly telephone manner; competent in the use of Microsoft Office applications; good at prioritising workload; ability to remain calm under pressure at busy times; embraces change and committed to personal development; attention to detail.

**Desirable Skills:** Experience in selling luxury products / services; experience of a busy workshop; knowledge of accounting software; an understanding of Health and Safety and COSHH regulations.

**Starting date:** Immediate or by agreement.

**Type of contract:** Full time permanent contract.

**Hours of work:** 9am – 5.00pm. 36 hrs per week over 5 days (Mon - Sat)

**Salary:** £12.75 /hr (Equivalent to £23,868 basic) + Parts bonus scheme

**Other Benefits:**

- Competitive salary
- Company pension scheme(subject to eligibility)
- Annual holiday bonuses
- Employee discounts on parts and services
- Bike to Work scheme
- Highlife Highland subsidised membership
- Ongoing training and professional development opportunities