

A Parts Advisor assists our workshops with their vehicle parts and accessories needs, provides expert advice, and manages inventory. Key duties include taking orders, checking stock, ordering parts, and processing payments, while also liaising with the workshop and suppliers to assist with the smooth running of the workshops.

Core responsibilities

- **Customer service:**

Greet workshop staff and assist with their needs for parts and accessories, both in-person and over the phone.

- **Sales and advising:**

Help our workshops identify the correct parts for repairs, provide quotations, and advise on product selection, availability, and pricing.

- **Order processing:**

Take orders from our workshops, raise purchase order numbers and handle invoices and receipts.

- **Inventory management:**

Receive, unpack, and store parts; maintain stock levels; perform stock checks; and identify when replacement stock is needed.

- **Internal coordination:**

Work with the workshop to ensure they have the necessary parts and materials to complete their work.

- **Administrative tasks:**

Keep accurate records, pursue warranty claims, and maintain a clean and organized parts department.

- **Vehicle Movements:**

Assist the workshop with vehicle movements to and from workshops, mot test facilities, repairers and other sites.

Essential skills and qualifications

- **Technical knowledge:**

A strong understanding of automotive parts and accessories is crucial for advising the workshop.

- **Customer service skills:**

A personable and polite approach is necessary for dealing with a variety of stakeholders.

- **Organizational skills:**

The role requires being able to manage stock, orders, and administrative tasks efficiently.

- **Computer literacy:**

Proficiency with computer systems for stock control, orders, and invoice processing is usually required.

- **Driving licence and driver CPC:**

The role requires being a holder of a current driver CPC and category C driving licence.