

Parts Interpreter

Position Specifics

Department: Parts
Reports to: Parts Manager
Supervises: None

Purpose

Responsible for selling, receiving and delivery of parts and accessories. In addition performs in store customer service, overall organisational promotion and stocking duties for the Dealership.

Responsibilities

- Promote and sell products and/or services to meet customer needs.
- Provide exceptional support to customers over the phone and in Branch regarding products, and identification of spare parts.
- Interpretation of spare parts requests using part manuals and computer applications.
- Undertake invoicing of goods and/or services and cash handling.
- Liaise with and supply Service Technicians with parts as required.
- Assist with preparing and maintaining merchandise displays and cleanliness of the showroom.
- Verify receipting of shipments and assist with placing Machine Down and Stock Orders in their proper inventory locations.
- Assist in keeping Parts Department clean and orderly.
- Follow up on shortages and expedite issues by reporting them to the Parts Manager.
- Assist in maintaining all departmental tools, equipment and vehicles are in good working order.
- Perform other duties as assigned by Parts Manager.
- Ensure OHS procedures and legislation are followed and adhered to.

Skills & Experience

- 3+ years experience in an agriculture-related role and/or parts and machinery knowledge preferred but not essential
- Strong organisational and customer service skills.
- Sound computer literacy.
- Strong interpersonal skills.
- Ability to communicate effectively both verbally and in written form.
- Ability to work in a team environment.
- Ability to lift heavy items.
- Forklift license.