



## Job Description & Person Specification

Position Title: **Parts Assistant**

Hours: The role is a full time position  
08.30 - 17.30, Monday - Friday + 08.30 - 12.30 Sat on rota basis

## The Role

We are looking to recruit a keen individual to assist in the day to day running of our busy parts department. This role would be an ideal position for someone who already has experience in the agricultural machinery sector - through farming, family life or work. We would also be interested in speaking to enthusiastic individuals who may not have the experience but are willing and able to learn. The successful candidate will be supported by our Parts Manager and have access to on the job training, online training and manufacturer product training.

## Duties and Responsibilities

As a key member of the team, you will actively promote and sell a wide range of Agricultural, Construction and Groundcare parts and accessories from our premises in Glenvine.

The main role of the position is to assist our Parts Manager in ensuring our customers receive an excellent service. This will be achieved primarily through the identification and ordering of parts, efficient stock management and a good product knowledge. Aspects of the role include, but are not exclusive to:

- ▶ Maintain and develop excellent relationships with customers and suppliers
- ▶ Dealing with incoming telephone enquiries, dealing with the call, directing it to the relevant person or taking a message.
- ▶ Serving customers in the shop
- ▶ Responding to email enquiries
- ▶ Dealing with our suppliers to order parts for stock and to meet customer requirements, ensuring these deliveries are received timely, and follow up where necessary
- ▶ Picking and packing parts to meet customer requirements
- ▶ Receiving the post and processing received items
- ▶ Advising customers when their stock has been received and is ready for collection
- ▶ Providing parts assistance to the service department
- ▶ Maintaining the parts stock and the displays in the shop in an orderly, safe and organised manner
- ▶ Administrative duties including raising invoices and booking in stock, booking parts to workshop jobs, Marketing and advertising, maintaining all records efficiently and effectively , stock checking and re-ordering

# Person Specification

	Essential	Desirable
Qualifications	GCSE passes including Mathematics and English (or equivalent)	▶ Evidence of successful study in the areas of engineering and computing
Experience and Job Knowledge	▶ ICT Skills in a variety of programmes and platforms	▶ Experience and good knowledge of agricultural and or construction parts ▶ Previous experience or employment in the agricultural sector ▶ Experience of parts ordering and stock management
Job related abilities	▶ Excellent spoken and written communication skills ▶ Good attention to detail ▶ Excellent organisational skills ▶ Excellent telephone manner ▶ Ability to develop good relationships with colleagues, customers and external organisations ▶ Ability to work on own initiative and as part of a team ▶ Ability to work under pressure and achieve deadlines by prioritising workload ▶ Have a sense of humour and willingness to work outside when necessary ▶ Be friendly, reliable and confident	▶ Problem solving skills and a willingness to think outside the box ▶ Evidence of creative thinking ▶ Experience of reading technical support manuals, parts drawings and documents
To apply:	If you would like to apply please send a current CV to <a href="mailto:info@jdweng.com">info@jdweng.com</a> including the following information: <ul style="list-style-type: none"> <li>▶ Relevant qualifications</li> <li>▶ Employment and relevant education history</li> <li>▶ A brief explanation of why you would like to apply</li> </ul>	