

Title: Parts Interpreter Trainee
Reports to: Parts Department Manager

Job Purpose

You are responsible for assisting with all customer and internal service department parts requests efficiently. There is a large focus on customer service while maintaining a professional and efficient parts department for the dealership.

Key Position Accountabilities

- Provide customer service for both retail customers and internal Departments.
- Ordering of parts as required using the most efficient and cost-effective method.
- Quoting of parts as required.
- Responsible for daily freight deliveries.
- Distribute incoming stock to appropriate location.
- Supply parts to customers over counter, sales and service department.
- Keep database updated at all times.
- Invoicing parts to customers and ensuring all parts are invoiced to purchasers. Under no circumstances are parts to be issued to customers unless either paid for or debited to a current maintained account.
- Assist Parts Manager with direct ship orders, bulk buys and stocktaking as directed.
- Record hours worked on timecards at the end of each day.
- Answer telephone calls as practicable, and direct to the appropriate departments or people.
- Be aware of competitor's products.
- Ensure you meet contractual, training, and competency requirements in line with organisational policies and RTO standards e.g. training plans and contracts.
- Participate in the call back roster as required throughout peak operational periods, in accordance with policy requirements.
- Continually upgrade knowledge of all products offered by attending schooling and training sessions offered by O'Connors.
- Carry out other tasks and assist others as directed by the Parts Manager.

Meetings

- Attend weekly meetings for your department.
- Attend whole branch meetings when requested.

Work Safety

- To develop and maintain good work safety practices in the interests of the company's obligations to the Occupational Health and Safety Act.
- Take immediate preventative action as required minimising risk to oneself, other employees, customers and other persons who may be on the premises.
- Working with other departments, ensure the dealership, office and yard is kept in a clean, tidy and safe condition.

Commitment to uphold and champion the O'Connors' Core Values

Straight Shooter- *Speak openly, honestly and without fear. Stick to the facts and commit to your response.*

- ✓ Demonstrate a high level of communication skills.
- ✓ Listen and take genuine notice of other's opinions.
- ✓ Speak up if there is an issue that needs to be addressed.
- ✓ Get the facts and share them to get the best outcomes.

Continuous Improvement- *Embrace changing environments, new systems, different ideas and best practice.*

- ✓ Be a leader and role model for all staff.
- ✓ Nothing is too much trouble when dealing with staff and our customers.
- ✓ Be highly organised and efficient.
- ✓ Be committed to high levels of quality in work outputs and processes.



Be Committed- *approach and resolve all matters with a positive, informed and co-operative attitude, in a timely manner.*

- ✓ Have a strong commitment to our organisation.
- ✓ Be motivated to drive and grow the business.
- ✓ Have a high commitment to achieve individual department and overall dealership goals and key performance indicators.
- ✓ Be prepared to meet the broader needs of the organisation whilst meeting the specific objectives of the role.

Relationships- *invest time to develop successful partnerships with customers, suppliers and employees.*

- ✓ Be approachable, create and maintain both new and existing relationships with new and existing clientele.
- ✓ Have a willingness to work cooperatively and collaboratively within the management team.
- ✓ Support and help your work colleagues.
- ✓ Have an empathy and concern for the welfare of work colleagues with an emotionally mature approach to conflict management.

Key Performance Indicators

Department

- 100% recovery on freight.
- Receipting of parts < 3 days.
- Processing of all customer/ internal orders < 48 hours.

Safety

- Zero loss time injuries
- Maximum 1 medically treated incident per year
- Maximum 5 first aid incidents per year

