

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

- Comply with all requirements of the applicable Work Health and Safety (WHS) legislation, relevant codes of practice, and company WHS policies, procedures, and systems.
- Take all reasonable care to protect personal health and safety and that of colleagues, customers, contractors, and visitors, including but not limited to promptly reporting hazards, incidents, injuries, and near misses, participate in WHS consultation and training and follow reasonable WHS instructions.
- Work with others to maintain the dealership, office, and yard in a clean, tidy, and safe condition.



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

INTEGRITY

We do the right thing, on the farm, in the workshop, and in the office, acting honestly, ethically, and with accountability in everything we do.

COMMITMENT

We stand behind our products and our people, bringing a positive, informed, and cooperative attitude to deliver reliable service and long-term support. We are committed through every season and cycle, good and bad.

PEOPLE Delivered by great people working together

RELATIONSHIPS

We invest in strong, long-term relationships with our people, customers, and partners, leading to long term shared success.

INNOVATION

We embrace continuous improvement, strengthening our systems, processes, and capabilities to better serve our customers, our people, and our suppliers.

Key Performance Indicators

Department

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