JOB DESCRIPTION

Position:	Parts Interpreter (NST)
People Leader:	Parts Manager

Why you're here

You are here to provide excellent customer service to our customers by helping them find and buy the best parts for their beloved vehicles. As one of our in-house automotive parts experts, you'll continually learn more and more about parts daily, keeping up with the changing and evolving industry. Working as a parts interpreter at Northern Bay Motors involves loads of variety: our customers are retail (people walking in off the street), trade shops, and our neighbouring Service team. You are also a team member in our wider Parts business, which has 4 different hubs around Auckland, so you'll provide overflow support to them too, as, and when needed.

What you're responsible for

Parts ordering and processing

When a customer walks through the door or calls you, sometimes they will know the specific part that they need, but other times they won't. You're responsible for being able to find the right part for them, ordering and processing that part, and until it is delivered to the customer.

This means that on a day-to-day basis, you'll:

- Be curious with the customer about what part they need, demonstrate a strong understanding of the parts in their vehicle, and talk them through the specific part they require.
- Maintain a broad knowledge of catalogue parts, which will enable you to efficiently identify the required parts and build quality relationships with our suppliers and customers. This includes knowledge of genuine, non-genuine, aftermarket and performance parts.
- Completing year-on-year training so that you stay up to date with the industry.
- Order (and sometimes return) parts from Toyota New Zealand and other suppliers.
- Ensure safe and secure storage of stock, maintaining inventory, and stock levels to avoid shortages or excesses.
- Demonstrate automotive expertise, particularly in Toyota vehicles, their parts, and accessories.
- Show Kaizen (Toyota philosophy and Japanese for continuous improvement!) in your day-to-day work, by improving parts process and efficiencies with small ongoing changes that increase productivity and eliminate waste.
- Maintain accurate records of customers' profiles and information, orders, inquires and other relevant documentation related to parts sales.
- Pick and pack parts to fulfil orders.

- Receipt your customers' orders into the system upon their arrival at the dealership.
- Manage the completion of the cash-up and banking process where required.
- Speak up if anything is getting in the way of doing your job properly!

NST Parts (NSTParts.com)

You will also assist in the ongoing management, development and growth of NSTParts.com, ensuring a high level of customer service and efficient day-to-day operations.

Your responsibilities will include:

Website Management & Online Sales

- Manage and maintain the NSTParts.com website, ensuring stock listings, pricing and product information are accurate and up to date.
- Process all online sales, including picking, packing and dispatching orders in a timely manner.
- Photograph, list and upload stock to the website promptly and accurately, ensuring correct descriptions, pricing, naming conventions and product locations.
- Monitor and update pricing as required to reflect supplier and market changes.
- Process and reconcile internet banking transactions relating to website purchases and supplier invoices.
- Identify opportunities to improve website performance, increase online sales and support business growth.

Marketing & Business Development

- Develop an understanding of the aftermarket parts industry, online customer behaviour and emerging market trends.
- Organise and create engaging social media content to increase website traffic, grow the customer base and strengthen the NSTParts.com brand and reputation.
- Participate in relevant online automotive groups and communities, posting content and engaging with potential customers to promote the website.
- Work collaboratively with the Parts Manager to continually review and improve website processes, systems and procedures to ensure the efficient operation and ongoing growth of NSTParts.com.

Customer Experience

We want our customers to feel completely at ease when working with us, so you need to be professional, friendly, and reliable when working with them. Every time you work with a customer you are a representative, face, and voice of our parts department!

To do this work you need to:

- Clearly and professionally communicate and interact with our customers in person, over the phone, and via email, social media and the website so that you understand their needs and provide expert advice on genuine, and aftermarket Toyota parts and accessories.

- Go the extra mile and provide basic technical assistance and advice to customers. This could be answering questions about part fitment, installation, or compatibility.
- From time to time, we may implement new customer experience initiatives, and you'll need to support the rollout of those and provide considered feedback as to how those experiences are landing with customers.
- Communicate with our customers and suppliers accurately and in a timely way – whether it's answering queries, providing information about availability and pricing, notifying them when their parts/deliveries have arrived (or if they are going to be delayed), etc.
- Work closely with customers and the internal team to ensure parts are sourced and delivered promptly.
- Build and maintain strong relationships with parts suppliers, identifying opportunities to expand product availability and grow the website.
- Be proactive and engage customer complaints with urgency, and empathy. To de-escalate, resolve and identify the cause of the issue by applying Kaizen to improving our parts process. Escalate more complex issues to the Parts Manager when required.

What success looks like

- Ensuring the parts stockroom is kept tidy, and organised. Maximising the physical security of all parts to prevent theft and stock damages.
- Meeting Toyota New Zealand's parts targets they set for us through the Balanced Scorecard.
- Every customer is greeted with a smile – whether it's in person or over the phone (trust us, they can hear a smile in your voice!)
- Everyone helps everyone at Northern Bays Motors, so success is acting professionally, in line with our values, and enabling your colleagues to be successful in their roles too. This includes cooperating with other departments such as service and sales.
- Adhering to all Health and Safety requirements and living a breathing strong culture of incident reporting!
- Being a team player with a warm and positive mindset, contributing to a supportive and friendly work culture.