

Schedule 2: Individual Job Description

Position: Parts Advisor

Reports to: Parts Manager

Principle accountabilities

1. Responsible for all sales of parts to the service department, vehicle department, trade & retail customers.
2. To maximise the sales of parts in a manner which is profitable for the dealership and achieves customer satisfaction by:
 - a. Having an adequate knowledge of the application of the parts available for sale
 - b. Consistently endeavouring to get the maximum sales dollars per customer by applying professional selling skills to every prospective sale
 - c. Promotion of genuine Toyota parts
 - d. Calling on all existing and prospective customers for parts and accessories and providing an effective service to those customers (if delegated trade call representative duties)
3. To undertake all parts stock maintenance tasks in a manner, which supports a high level of service to customers.
4. Timely and accurate operation of all parts department administrative systems and procedures including:
 - a. Customer inquiries and complaints
 - b. Customer reception, inwards and outwards processing and cash payments
 - c. Performance reporting
5. Courteous, efficient handling of customers at all times whether face to face or by telephone or email.
6. Act as the communication link between customers and service department personnel when unavailable.

Responsibilities

1. Promptly and accurately process all receipts of orders from all suppliers ensuring that all checking, documentation and storage requirements are met.
2. Handle all customers (including the service department) whether in person or by telephone in a courteous and helpful manner and ensure that you properly qualify and accurately identify (model identification) their needs. Where the parts being ordered indicate that there are normally other associated parts required, ask the customer whether they require those associated parts.
3. Record the customer, model ID and part ID and quantity details on the order and where available pick the items. Supply the item and the invoice to the customer and thank them for their business.

4. Where the part is required, offer to order the item, advise the customer of the delivery time and where this basis of supply is accepted, obtain the necessary contact details and record the item(s) for daily order.
5. Maintain excellent and open communication whilst working in conjunction with all other departments to ensure that agreed vehicle accessories and or parts availability times are able to be maintained. Where completion is likely to be delayed advise as appropriate of the revised availability time and the reasons why.
6. Ensure that all parts expended on each job are recorded for use in producing the customer invoice.
7. Attend to all complaints promptly and courteously and where required promptly refer the customer to the relevant Department Manager.
8. Accurately record all lost sales
9. Unpack and sort stock replenishment and special parts orders, store or bin the parts according to category, update stock records and prepare and issue advice to customers (including service and sales departments) or parts arrival.
10. At all times ensure that the specified standard of housekeeping is achieved by using any spare time to keep stock clean, tidy and correctly binned and to ensure that floors are swept, windows cleaned, display areas are maintained.
11. If you have parts trade call responsibilities:
 - a. Operate your customer call program (both existing customers and cold calls) in a disciplined manner ensuring that customers are advised of your call in advance and that you deal with the person authorized to make the purchasing decision.
 - b. Record in your call reporting system the details of calls made and the follow-up actions required.
 - c. Identify customers' needs and assist customers (particularly panel beaters) in their planning to maximise the amount of items which can be supplied ex-stock, or by stock order.
 - d. Always have specific products to promote on each call and assist customers in identifying their parts and accessory needs.
 - e. Throughout your calling programme always maintain hourly contact with the dealership to receive any specific call requests from customers or any other instructions.
 - f. If you are not a full-time parts rep, upon completion of your calls, pick, invoice and dispatch your orders. Advise your customers of any items not able to be supplied in the timeframe required and order these items where the availability is accepted by the customer.
12. Ensure daily rolling stock takes (1 row a day), to ensure strong stock control.
13. Attend all department and staff meetings as required.
14. Comply with the Dealerships Environmental policy at all times, especially with the handling and storage of oils, fluids and batteries. Recycle/reuse packaging material and correctly dispose of obsolete stock.
15. Practice and maintain parts storage/warehouse safety. (Health & Safety Policy).
16. Carry out storage Kaizen (continuous improvement) activities as required.
17. Maintain a clean and professional appearance at all times.
18. Carry out such other duties as are required to enable you to achieve the principals accountabilities set out at the beginning of the job description.
19. Carry out such other lawful tasks as instructed by the Parts Manager, or Branch Manager.