



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Parts Sales Advisor</b>
<b>Department/Cost Centre</b>	Parts 0488
<b>Company / Division:</b>	Mitchell Diesel Limited
<b>Reporting to:</b>	Parts Supervisor
<b>Main job purpose:</b> Identification, quotation, follow up and conversion of parts sales in-line with the teams targets	
<b>Key Duties and responsibilities:</b> <ul style="list-style-type: none"><li>• Parts identification from relevant manuals and online parts books</li><li>• Action customer orders, estimates and enquiries</li><li>• Follow up and conversion of estimates</li><li>• Monitoring sales levels &amp; conversion rates</li><li>• Contract review of all orders</li><li>• Dealing with customer queries</li><li>• Interaction with franchise partners to assist in developing business</li><li>• Work with purchasing and the warehouse to ensure we fulfil customer orders at the time they require.</li></ul>	
<b>Competencies:</b> <ul style="list-style-type: none"><li>• Effective communicator.</li><li>• Analytical and methodical approach.</li><li>• Customer Focused</li><li>• Strong IT skills with a good understanding of Parts systems</li><li>• Commercial Parts experience</li></ul>	
<b>Measurements:</b> <ul style="list-style-type: none"><li>• Parts sales and gross profit against budget</li><li>• Pipeline value</li><li>• Estimate numbers, value and conversion rate</li></ul>	



**Lines of communication:**

- Sales Director
- Supply Chain Manager
- Customers
- Franchise Partners
- Finance team

**Any other duties or responsibilities:**

- Any other reasonable duties or project related tasks as requested by your line manager.
- Adhere to all company policies, procedures and ensure they are communicated and implemented within the team

This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual and associated documentation. Copies of these documents are available from your Line Manager.