

## JOB DESCRIPTION

<b>Job Title:</b>	Service Stock Controller
<b>Department/Cost Centre /Location:</b>	MPS Hayes Service - 0786
<b>Company / Division:</b>	Mitchell Power systems
<b>Reporting to:</b>	Regional Service Manager
<p><b>Main job purpose:</b></p> <p>Be the point of contact and provide direct support to the service team to supply parts as required for service, service quotes and repair jobs.</p> <p>Liaise with engineers, customers, and suppliers to ensure all parts are identified correctly, sourced, and delivered on time every time in line with customer expectations, service level agreements and internal KPI's.</p> <p>Ensure compliance with Quality, Health, Safety and Environmental Systems requirements as defined in the Turner Quality Procedure and Work Instructions.</p>	
<p><b>Key Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Receipt parts in the system following delivery</li> <li>• Locate and manage inventory on site and in service vans</li> <li>• Be the first point of contact for service parts enquiries</li> <li>• Provide technical parts assistance to accurately identify parts when required</li> <li>• Support the service teams to obtain accurate price and parts availability</li> <li>• Identification of alternative suppliers for parts if lead times are unacceptable</li> <li>• Loading of parts required on to service jobs and quotes when required</li> <li>• Raise purchase order numbers on the system when required</li> <li>• Raise Transfer orders when required</li> <li>• Return incorrect or surplus parts when required</li> <li>• Always maintain databases and systems accurately all the time</li> <li>• Maintain and review the work in progress (WIP) to ensure all jobs are being actioned</li> <li>• Adhere to all internal Quality, Health, Safety and Environmental requirements</li> <li>• Cover work for the wider team during busy periods and for periods of absence</li> <li>• Carry out any additional requirements and tasks as requested by your line manager</li> <li>• Interaction with franchise partners to assist in developing business</li> <li>• Work with purchasing and the warehouse to ensure we fulfil service orders at the time they require.</li> <li>• Ensure van stocks are monitored and maintained</li> <li>• Take the lead at stock take for the stores,vans and lockups throughout the region</li> <li>• Take responsibility of all stock on site, along with goods inwards and despatch</li> </ul>	

**Skills, Qualifications and Experience:**

- Good communication skills and the ability to work on your own initiative
- Be an effective team player and actively contribute to our continual improvement culture
- Computer Literate including all MS Office Applications
- Self- motivation and a positive attitude
- A proactive approach to ensure excellent customer service levels are maintained
- Strong organisational and process skills
- Previous parts administrative experience in the automotive trade is essential
- Excellent attention to detail. Willing to challenge current processes.
- Able to work both in a team or individually
- Ability to complete high volume of work activity
- Ability to work under pressure and prioritise workload
- Knowledge of suppliers locally and nationally to support service operations
- Support PM's, scheduling and parts availability

**Lines of Communication:**

(Outline key contacts on a regular basis as required by the job)

Service Manager | Engineers | Service Coordinators | Estimate Team | Customers | Supply Chain

**Measurement: Key Performance Indicators:**

- All parts requirements to be responded to daily
- Provide parts price and availability in line with KPI's

**Other Duties and Responsibilities:**

Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.

To carry out your duties within the companies Quality, Health & Safety and Environmental procedures.

Any other duties or project related tasks as requested by your manager.

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.

Signature: \_\_\_\_\_

(Employee)

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

(Manager)

Date: \_\_\_\_\_