CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE: **Parts Advisor**

LOCATION: **Tunbridge Wells CUPRA/SETA/SKODA**

DEPARTMENT: **Parts Department**

HOURS OF WORK: **8.00am – 5:00pm or 8:30am to 5:30pm**
Monday to Friday

SALARY: **Commensurate with skills and responsibilities**

MAIN PURPOSE OF JOB:

To sell and supply manufacturer parts to Retail and Trade customers.

1) MAIN WORKING RELATIONSHIPS:

1.1 Responsible to:

Parts Manager

1.2 Relationships with:

Other department staff

Head Office Staff

Suppliers

Trade representatives

2) OBJECTIVES AND KEY TASKS:

To receive and identify stock and check goods from suppliers.

To ensure accurate identification of customer's needs by means of parts catalogues and computer lists using Company and manufacturer systems.

To assist all dealership staff in parts identification and, if required, replacements.

To ensure that stock is only issued in accordance with policy regarding payment or charge.

To correctly locate items in warehouse.

To work as part of a team to achieve the target sales set.

To communicate clearly and politely both in person and on the telephone.

To attend manufacturers and Company Training Courses and familiarise with Office IT equipment and procedures.

To conduct all transactions with customers with the utmost courtesy.

To maintain a clean and tidy working environment.

To reconcile takings daily.

Other duties as required as authorised, i.e. parts delivery, warehouse duties.

To inform Retail and Trade customers at the earliest opportunity of any delay when parts ordered.

To ensure the security of company property.

To maintain and comply with company regulations, specialist procedures and consumer legislation.

Implementation of discount structure as applicable.

To guard against unauthorised withdrawal from stock.

To inform Stock Control of any stock discrepancies at all times.

To care for stock control, plant and record systems.

3) ADMINISTRATION:

To ensure all paperwork, documentation and requisitions are properly recorded within the stock control, system.

To ensure that all credit sales are made to an authorised signatory or approved account.

To keep all parts catalogues, manufacturers lists, etc updated and tidy in either hard copy or on PC

4) COMMUNICATION:

To maintain good communications with all staff, Customers and Branches.

Maintain close relationships with the manufacturers, suppliers, statutory representatives and all other business related contacts.

To advise the Branch Manager and managers on all related matters of importance.

To ensure your supervisor is kept aware of stock movement.

To notify the Supervisor of any difference noted when inspecting incoming goods.

To maintain good helpful relationships with all customers and their representatives.

To assist in any sales marketing activity as required.

To ensure all transactions take place according to dealership policy.

To ensure security of all cash and cheques received.

All goods in checked for conformity with orders/ delivery notes.

All issues made with receipt, payment or authorised signature.

To achieve Customer Satisfaction targets set by company.

5) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder including any other duties commensurate with the post as requested by the Parts Manager, Line Managers, Dealer Principal, Regional Director or Head Office staff

6) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company policy and procedures.

7) HEALTH AND SAFETY:

Caffyns has an obligation under the Health and Safety at work act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others. To wear protective footwear and clothing provided by company at all times.

All employees must read and adhere to the relevant sections of the Caffyns Health and Safety procedure.

8) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment and company policies and procedures, as amended from time to time and as governed by statute.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Parts Advisor
27/11/2026

Caffyns plc
Person Specification
Parts Advisor – Tunbridge Wells

QUALIFICATIONS

Essential
Grade C or above GCSE in Maths and English or equivalent
Driving Licence

Desirable
City & Guilds in Motor Vehicles or equivalent

ATTAINMENTS/COMPETENCIES

Essential
Skills gained in a similar role in the Industry

Desirable
Motor Trade experience preferred but not essential

SKILLS REQUIRED

Essential
Excellent communication skills
Good computer skills
The ability to work efficiently with the public
Able to convey information clearly & succinctly whether verbally or in writing
Able to solve problems
Able to establish effective working relationships with varied personnel
Able to work independently demonstrating initiative and pro-activity
Able to demonstrate sensitivity, diplomacy and tact
Able to persuade, motivate, negotiate and influence others

Desirable
Word processing/ spreadsheet skills
Knowledge of Franchised dealer Systems

PERSONAL ATTRIBUTES

Essential
Have a smart appearance
Able to maintain confidentiality
Ability to sometimes deal with difficult, impatient or distressed people
Efficient and well organised
Interested in the work of the organisation
Able to attend Manufacturer and/or Company Training

Parts Advisor