

Job title:	Parts Advisor
Department:	TMUK WA Parts Department
Reports to:	Parts & Quality Manager
Responsible for:	N/A
Location:	NRG Riverside, Ridge Road, Ledston, Leeds, LS25 7BS
Hours of Work:	8 hour rota between core requirements - 07.30 – 17.30, Monday to Friday
Closing date:	

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

You'll provide operational support to Riverside Truck Rental (RTR) Leeds in the supply of OEM spare parts, alongside supporting the supply of OEM spare parts to an extensive customer base including visiting customers to promote sales.

Main Duties and Responsibilities:

- Support on-site OEM spare parts requirements.
- Receiving orders via telephone, email and any other medium made available such as on-line portals.
- Process spare parts orders.
- Visit customers within an agreed radius to deliver spare parts and promote sales.
- Receipt incoming spare parts into stock and locate.
- Load and unload spare parts and equipment from delivery vehicles.
- Stock control.
- Assist customers with the identification of spare parts and create quotations.
- Adhere to site policies and procedures.

Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is



integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team recruitment@dennis-eagle.co.uk



Criteria	(E)ssential / (D)esirable
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Knowledge	
• Familiarity of a parts facility within an engineering/automotive environment	E
• Knowledge of inventory management systems and techniques for maintaining accurate stock levels	D
• Understanding of spare parts needed for RCVs and HGVs	D

Experience	
• Experience in Microsoft Applications (Excel, Outlook, Teams)	E
• Experience of processing goods through a spare parts department	E
• Previous customer service experience	E
• Loading/unloading goods etc using FLT	D

Education / Qualifications	
• Minimum grade C Maths / English GCSE or equivalent	E
• Customer service / sales training	D
• Current counterbalance FLT licence	D

Job-related skills & abilities	
• Ability to promote spare parts sales	E
• Demonstrate a confident, polite and enthusiastic telephone manner	E
• Ability to provide excellent customer service by maintaining and developing relationships with existing and potential customers	E
• Promote business development ideas	E

Other requirements	
• Ability and willingness to travel daily in fulfilling the roles requirements	E
• Able to commit to overtime when required	E
• Capable of working in a manual environment, handling spare parts up to 20kg	E
• Capable of working at heights off aircraft steps	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____ Employee signature _____ Date _____

Manager name _____ Manager signature _____ Date _____

