

Job title:	Parts Advisor – Field Based
Department:	Aftermarket Central Parts
Reports to:	Central Parts Manager
Responsible for:	Managing DE owned stock located at customer site in the UK. Also gathering competitor parts pricing & Growing Parts business by winning conquest business, through direct customer contact & BI data provided.
Location:	Warwick (Customer sites 4 days a week)
Hours of Work:	40 hours per week
Closing date:	20 th January 2025

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:

The Parts Advisor - Field Based will be responsible for customer interaction assisting customers in identifying & ordering parts. Managing and auditing DE owned stock located at customer sites across the UK and building strong customer relationships that lead to increased part sales. You will feedback to the UK Parts controller competitor intelligence to be acted on by head-office.

Main Duties and Responsibilities:

- Assist customers in identifying & ordering correct part when at customers site.
- Maintain customer contact database.
- Check stock owned by DE onsite at customer site.
- Inventory management (returns, stock cleanse, obsolescence & slow moving stock).
- Manage stock entry & adjustments using our inhouse warehouse system.
- Liase with list of customers targeted through data analysis with an objective to increase part sales.
- Data Collection: Gather relevant parts data from parts person(s) onsite, including competitor customer feedback, pricing & parts purchased through our competitors.
- Interpret the results of the data analysis carried out at head-office to derive recommendations related to inventory management & pricing.
- Business Development - Tracking results of price changes & conquest business.



Accountabilities & Commitments Required:

- Taking ownership of making sure DE stock is managed & updated on company warehouse system.
- Order replacement parts & take customer orders while onsite.
- Track new conquest business won from competitors.
- Use BI customer sales report provided by head-office to identify parts not purchased through Dennis Eagle.
- Report back any customer complaints to central parts team.
- Keep customer contact database up to date.
- Provide written visit reports highlighting actions.
- Work closely with our UK Parts controller to identifying opportunities to win new business over competitor.
- Build strong customer professional relationships through communication & acting on customer's needs.
- Stay up to date with company product range.
- Smart Discounting parts not purchased through DE, but protect existing profit margins on existing sales.

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
----------	---------------------------

Knowledge	
• Understanding vehicle parts	E
• Managing and organising parts inventory	E
• Inventory management systems	E
• Parts pricing & understanding of profit margins.	D

Experience	
• Automative Parts knowledge	E
• Stock management	E
• Building close working relationship with key contacts within parts	D
• Dealing with customer face to face	D

Education / Qualifications	
• 5 years Parts experience within a aftermarket retail environment.	D
• Business courses any level	D

Job-related skills & abilities	
• Warehouse stock management systems	D
• Strong communication and interpersonal skills required when dealing with customers.	E
• Attention to detail and ensuring accuracy of data	D

Other requirements	
• Be willing to learn and be knowledgeable about Dennis Eagle products, including parts fitted to HGVs & RCVs	E
• Extensive UK travel to customer sites will be required	E
• Overnight stay will be required	E
• When required to provide support to central parts desk with incoming calls.	D
• Required to attend Warwick head-office to review visits & actions with management team.	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 _____

