



## **PARTS SALES PROFESSIONAL**

**Our Parts Sales Professional (PSP) works closely with our customers, in person or through other channels, to provide the necessary parts for repairs, replacements, or upgrades. The role involves understanding product specifications, managing inventory, and assisting customers in finding the right part for their needs. The PSP will work proactively to encourage the sale of parts, merchandise and service to support personal, branch and company targets. It is expected that the role holder will support all Company standards in relation to personal and professional conduct and work to attain Company goals and objectives throughout employment.**

### **Main Responsibilities**

#### **Customer Service:**

- To be the first point of contact for customers in outlet and over the phone for any merchandise, parts or service enquiries. Ensure store is well presented and clear from obstruction to provide the customer with the best in branch experience.
- Assist customers in identifying and selecting the right merchandise, parts or service for their needs.
- Drive incremental parts sales through pro-active communication and disciplined customer prospecting.
- Throughout all interactions foster excellent relationships to enable a first-class service and encourage continued custom.

#### **Sales:**

- Maintain knowledge of the full range of parts, tools, equipment and services we offer in order to proactively recommend, promote and sell as appropriate.
- Be proactive in sales approach with domestic and commercial customers both in person in branch and through other channels.
- Assist with preparing and maintaining merchandise display.
- Recover connection with inactive customers.
- Deliver on parts sales targets for self, branch and company.
- Respond promptly to any confirmed ecommerce orders and/or enquires given to your branch.
- Assist with the parts delivery schedule and ensure the customer is aware of any active campaigns or promotions.

#### **Inventory Management:**

- Maintain knowledge of stock levels and order new inventory when necessary.
- Update JD Point accurately and ensure stock levels are maintained at the required level to provide accurate supply for the workshop and retail parts customers.
- Identify any items for IDT's and ensure logistics are active to support smooth and timely delivery for the customer.
- Identify required parts, pick parts from stock and place orders with suppliers to meet customer needs and expectations.



- Ensure payments are handled in line with procedure, completing invoicing and administrative tasks as needed.
- Ensure stock is stored in support of stock process and all walkways are clear and free from obstruction.

### **Product Knowledge:**

- Develop and maintain an in-depth understanding of the parts and products sold in branch and the dealership.

### **Order Processing:**

- Taking customer orders and ensuring they are fulfilled accurately and promptly.

### **Pricing and Quotations:**

- Providing accurate pricing and preparing quotes for customers.

### **Technical Support:**

- Offering advice and troubleshooting assistance to customers regarding parts compatibility and usage.

## **Person Specification**

- Strong communicator with the ability to effectively explain parts and products to customers and understand customer needs with the ability to overcome any objections.
- Robust technical knowledge with familiarity with the parts and products.
- Influence and persuade customers to make purchases and suggest additional products.
- Build and develop strong customer relations to encourage continued custom and ensure we remain the John Deere dealer of choice.
- Possess strong attention to detail ensuring accuracy in order details, product numbers, pricing and CRM administration.
- Proactive and organised work ethic, with the ability to work on own initiative