

Role Title: Parts Sales Advisor
Reports to: Parts Manager
Responsible for: Our customers
Hours: 42.5 per week
Salary: £18,000 - £20,000

Genpower is the exclusive distributor for Hyundai Power Equipment for the UK and Ireland. Due to expansion, we are recruiting for a Parts Sales Advisor to join the team!

Working within a fast-paced environment, you will be responsible for delivering an exceptional experience to our customers whilst achieving parts sales targets and budgets.

This is a challenging but hugely rewarding role for the right person with opportunities to develop a long-term career with Genpower.

Main responsibilities:

- Selling parts to our customers and providing advice via telephone, live chat and email.
- Fully satisfying customer needs in respect of any part orders or queries they may have.
- Ensuring orders are processed effectively and dispatched on time.
- Supporting our Aftersales department through the provision of parts, knowledge and advice.
- Providing service to internal quality control and workshop teams.
- Working to resolve customer cases using our internal CRM, Sage and Xsellco systems.
- Contributing to a positive team performance.
- Achieving personal KPIs and revenue objectives with target customers.
- Accurately identifying parts to meet the customer sales requirements.
- Utilising all product promotions effectively to achieve specific targets set.
- Identifying and leveraging potential sales opportunities within customer base.
- Maintaining own product knowledge and awareness of competitor activity.

As a Parts Sales Advisor you must be able to communicate between departments in an efficient way and have customer service at the forefront of your mind.

Attention to detail will also be a prerequisite for this role together with being numerate, enthusiastic, sales-driven, hard-working and accepting flexibility during the busiest periods of the year.

We are looking for technically-minded candidates with a good knowledge of mechanical parts and components. 2+ years' experience in a similar role highly desired.

What is in it for you?

- Competitive salary.
- Perkbox.
- Private health cover.
- Employer contribution pension scheme.
- Increased holiday allowance with service.

If you feel that you have the required skills and experience, please apply with a full and up to date CV. Applications to be sent to careers@genpower.co.uk

Job ref: GP20/01