

**Role Title:** Parts Sales Advisor

**Reports to:** Parts Manager

**Location:** Genpower Ltd, Isaac Way, Pembroke Dock, SA72 4RW.

**Salary:** Competitive

Genpower is the exclusive distributor for Hyundai Power Products for the UK and Ireland.

Due to continued expansion, we are looking for an outgoing Parts Sales Advisor with excellent interpersonal and communications skills, who will contribute towards achieving company and individual sales targets through developing sound customer relationships and applying effective sales techniques.

As Parts Sales Advisor you will be proactive in maintaining customer service standards whilst promoting our services and products to maximise all sales opportunities.

**Main responsibilities:**

- Providing sales and customer service support via telephone, email and live chat.
- Converting opportunities into sales using professional sales handling techniques.
- Fully satisfying customer needs in respect of any part orders or queries they may have.
- Driving sales and product promotions through outbound sales calls and via online sales channels.
- Creating new product listings across our online sales platforms.
- Identifying opportunities to improve listings, increase rankings, and increase visibility to ultimately boost product sales.
- Monitoring account health and working to increase seller ratings.
- Monitoring reviews to gauge customer feedback to improve listings and highlight any product concerns.
- Monitoring pricing and updating accordingly.
- Staying ahead of our competitors by conducting market analysis.
- Generating sales leads.
- Achieving personal KPIs and revenue objectives with target customers
- Developing knowledge of products through study of internal literature and machinery.
- Building a strong supplier and product knowledge in order to aid the sales process
- Managing stock levels.
- Supporting our internal departments through the provision of parts, knowledge and advice.
- Accurately identifying parts to meet the customer sales requirements.
- Stock sales monitoring – Review what stock isn't selling, understand how to sell stock (in bulk etc.) and replace with new fast moving products.
- Ad hoc duties to support the day-to-day running of the department.

The parts department is undergoing lots of changes from processes, ordering systems, part numbers, technical drawings to customer service software and this role will be a key part of the department's expansion. You will be customer-focused with a strong eye for detail, tenacity, and drive to deliver outstanding results. 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. Product training will be provided where necessary. Must be computer literate.

# HYUNDAI



In return for your hard work and commitment you will receive a competitive salary and optional benefits including Perkbox, health cover, increased holiday allowance with service and employer contribution pension scheme.

Genpower provides huge scope for career progression due to our continued growth and success of our team.

**To apply, please send CV and cover letter outlining your suitability to:**  
[laura.sanderson@genpower.co.uk](mailto:laura.sanderson@genpower.co.uk)

