**Parts Advisor**

**Salary: £22,500 pa + bonus**

**Driver Licence Required:** No

**Hartwell PLC has been established since 1919 in Oxfordshire, an automotive group that represents Ford car and commercial vehicles. With eleven locations based across the UK, we’re delighted to assist customers with their motoring needs and have built a reputation for providing exceptional customer service and the highest quality vehicles, with ambitious development and growth plans.**

**It’s with this reputation, and the loyalty of our valued colleagues and customers, that has seen us reach and celebrate our centenary in 2019.**

In return for your hard work, you be entitled to:

* A workplace pension
* Staff discounts
* Refer a friend incentives to influence your earning potential
* Reward and Recognition programmes along with celebrating success throughout the year
* A range of development opportunities
* 22 days holiday entitlement

**Key responsibilities of the Service/Parts Advisor:**

* Deal with any customer enquiries over the phone and face to face.
* Ordering, booking out parts, invoicing and taking payment.
* Checking in parts deliveries.
* Assisting with parts stock check.
* Liaising with the workshop, service advisors and customers.
* Ensuring prices are entered onto VHC within required time.
* Contact customers offering special promotions that are available from time to time.
* Pick parts and check for damage or shortages.
* Pre-pick parts for those jobs pre-booked into Workshop / Bodyshop.
* Some delivery driving

**The ideal Service/Parts Advisor:**

* Retail / administration / reception experience.
* Good telephone manner.
* Excellent customer service skills.
* Previous recent experience as a Parts Advisor in a Franchised Automotive dealership or Parts Factor operation preferable.
* Full, valid and clean UK driving license.
* Candidates must have the ability to communicate at all levels.

Full training will be provided.

**Hours:  Monday to Friday Between 8 am & 6 pm on a rota basis + alternate Saturdays 8 am to 1 pm**