

WILLIAMS

J E T T E N D E R S

1.0 Job Title: After Sales Parts Coordinator

2.0 Responsible To: After Sales Manager

3.0 Responsible For: Post sales customer support.

4.0 General Description:

Assist the After Sales Manager in running an effective and efficient post sales department. To develop professional working relationships with dealers and end users in support of our products, and to manage the supply of all after sales components and supporting documentation.

5.0 Main Duties:

5.1 Administration of after sales parts including corresponding with customers, and where necessary transacting payment.

5.2 Liaise closely with the company's stores personnel to ensure timely delivery of components.

5.3 Assist the After Sales Manager in maintaining the accuracy of the company's Product data base and produce statistical data when required.

5.4 Assist in the reconciliation of warranty parts and labour cost and collate information and photographic evidence of failures in support of supplier reclaims.

5.5 Manage the product warranty registration cards and where necessary expedite their return.

5.6 Recording of information from Build Files on to Williams Aftersales Database.

5.7 Liaising with external Transport companies to obtain quotes & tracking of deliveries and passing on this information to end customers.

5.8 Signing off monthly Transport Invoices agreeing delivery costs.

6.0 Ancillary Duties:

To carry out such tasks and duties as may be required from time to time by Senior Management.

7.0 Qualifications and Experience

A good standard of general education. Previous experience of working in a customer facing role.

MRP/SAP Experience – or similar program

IT Skills – Microsoft Office/Web-Based Shipping Tools

9.0 Other Comments:

Organisationally your immediate superior is the After Sales Manager.

Excellent written and verbal communication skills

Respond well to situations when under pressure

Develop knowledge of products through study of internal literature

Prepared to work above and beyond working hours during busy periods

Great telephone manner and be a confident user of IT and computer systems