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| **Sales Part Interpreter - Apprenticeship****Position Description** |
| **Purpose**Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities. |
| **Employee Name: TBA** | **Date PD Issued: 12/09/2023** |
| **Position: Apprenticeship – Sales Part Interpreter** |
| **Host Employer: Callaghan Motors** | **Supervisor: Scott O’Keefe** |
| **Host Employer Address: 1165 Raglan Parade, Warrnambool 3280** |
| **Westvic Staffing Solutions Apprentice/Trainee Consultant: Kyla Bryce 0460 307 724** |
|  |
| **Tasks Involved:**To ensure parts orders and enquiries for parts are correctly interpreted and despatched promptly, and to maintain accurate records for all transactions.**KEY RESULT AREAS****Customer Service*** Provide expert advice to customers in relation to parts information
* Manage all retail, wholesale and internal parts sales
* Follow up customer back orders
* Pick orders for over the counter sales and at other times when required
* Seek opportunities to promote specials or up-sell where possible
* Maintain and update CRM database for all customers
* Any other miscellaneous duties as required

**Teamwork Skills*** Maintain a comprehensive knowledge of all parts including their locations within the warehouse
* Provide support and / or coverage for other team members when required
* Assist in workshop parts requirements as needed
* Update job knowledge by participating in training and development activities as arranged.

**Parts Administration*** Comprehensively interpret all parts manuals / catalogues
* Procure parts from suppliers to fulfil parts order requirements
* Record and process orders and quotations for parts on the company computer system

Complete all parts documentation in respect to company policies and procedures |
| **Personal Requirements:*** Sound computer literacy
* Attention to detail
* Commitment to safety
* Customer focus
* Verbal communication skills
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| **Qualifications and Licences Required:*** Demonstrated motor industry experience
* Current Drivers Licence
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| **Workplace Health and Safety:*** Follow Westvic Staffing Solutions’ and the Host Employer’s Workplace Health and Safety policies, procedures, and workplace instructions
* Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
* Correctly wear and maintain items of personal protective clothing and equipment that are provided
* Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
* Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.
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| **Additional Information:*** Hours Per Week: 38
* Days per Week: Monday - Friday
* Award / Agreement: Vehicle Manufacturing, Repair Services and Retail Award 2020
* Superannuation: 11%
* Gross Commencement Hourly Rate: TBA
* Registered Training Organisation – South West Tafe
 |
| **Copy to: 🗌 Employee 🗌 Host Employer 🗌 Main File**  |

**Position Description Acknowledgement**

All parties have received, reviewed, and fully understand and accept the Position Description and the tasks and conditions included within.

**EMPLOYEE:**

Employee Name:

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: / / 2023

**HOST EMPLOYER:**

Host Employer Name:

Host Employer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: : / / 2023

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name:

Westvic Staffing Solutions Representative Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: : / / 2023