POSITION DESCRIPTION
Updated: 14/11/2017

Job Title:	Junior Spare Parts Support
Location:	Moree, 369-379 Frome St Moree NSW 2400
Reports to:	Parts Manager
Pay:	Per the Vehicle Manufacturing, Repair, Services & Retail Award 2010
Hours:	Full-time 38 hours a week and some Saturdays on a roster
Position Purpose:	We are looking for a full-time Junior Spare Parts Person to attend to customers, order and source parts, and answer telephone inquiries. On the job training will be provided with opportunities for career progression within the organisation.
Main tasks:	Core Objectives include: • Interpreting the customer's parts requirements, at the counter and over the phone. • Source and order parts. • Understanding inventory in line with the business and customer needs. • Organise and plan work so that it is done efficiently and by our work standards. • Assist other staff as required
Required Qualities:	• A current Drivers Licence • Customer service orientation • High degree of accuracy and attention to detail • Computer literate • Maintain a neat and tidy appearance in the workplace, wearing the supplied uniform and suitable protective footwear always. • Treat all customer with courtesy and respect.
Desired Qualities:	• Forklift Licence an advantage

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Person Specification:

Experience in a similar role is not essential.
School leavers are encouraged to apply.
This position is suited to someone looking to begin a career in a business of high professional standards.

Knowledge:

- Knowledge and passion of the automotive industry

Skills & Competencies:

- **Customer service focused**: committed to providing exceptional customer service and high quality of product across all channels – written, phone and face to face.
- **Communication**: the ability to communicate clearly and concisely.
- **Attention to detail**: excellent attention to detail.
- **Commerciality**: the ability to apply knowledge in a practical, commercial manner.
- **Teamwork**: willingness to assist and support others as required and get on with team members.
- **Time management/organisation**: accomplish objectives effectively within the time frame given, and carry out duties in an efficient and timely manner.

Contact:

Please email your CV and a Cover Letter to:
Naomi Burger
HR Manager
hr@kenwayandclark.com.au

About Kenway & Clark

Kenway & Clark are a family founded dealership, leaders in the sale, parts and service support of agricultural machinery and trucks. We are a Case IH dealership, with branches in Moree, Goondiwindi, Wee Waa and Inverell. Our difference is in our strong focus on after sales care, which is what makes us the market leaders in Northern NSW and Southern QLD.
We pride ourselves on providing exceptional service to our valued clients, which we do with the quality staff. We are looking for employees who will fit into our Kenway & Clark culture, are hardworking and passionate about the future of our dealership and want to grow their career surrounded and supported by their team.

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