

PARTS ADVISER

Role Overview

As the automotive industry evolves, ensuring the right parts are available at the right time is essential for keeping vehicles safe, efficient, and on the road. Parts Advisors play a critical role in supporting workshops and customers by sourcing, managing, and delivering components that meet exact specifications and quality standards. You will combine technical knowledge with excellent customer service, ensuring that every part supplied contributes to vehicle reliability and performance. The parts department can supply internally within the business and also externally, directly to customers or alternative businesses. This can include working to specific procedures, various pricing structures and guidelines to ensure the parts are charged correctly.

Key Responsibilities

- ✓ Accurately identify and source parts using manufacturer catalogues, electronic systems, and supplier databases, ensuring compatibility with vehicle specifications and repair requirements.
- ✓ Manage inventory through stock control systems, monitoring levels, forecasting demand, and implementing efficient replenishment strategies to minimize downtime.
- ✓ Provide technical advice to technicians and customers on part suitability, alternative options, and installation guidelines, ensuring compliance with manufacturer standards.
- ✓ Process orders, returns, and warranty claims with precision, maintaining accurate records and adhering to company and regulatory procedures.
- ✓ Liaise with suppliers and logistics partners to resolve delivery issues, negotiate pricing, and maintain strong supply chain relationships.

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- ✓ Implement and follow health and safety standards in storage and handling of parts, including hazardous materials, in line with industry regulations.
- ✓ Stay informed on new product releases, technological updates, and manufacturer bulletins through continuous professional development (CPD).

REAL VOICE: ANN-MARIE DEAN

"I have always been around the automotive industry. My Dad is a car mechanic, so growing up I spent lots of time in garages. After leaving school, I started my career in the automotive industry in a garage in Devon as an apprentice vehicle technician.

After completing two years, I went on to complete an NVQ Level 3 in Parts and Operations in a VW dealership and from there moved into the service department. I gained valuable experience in a customer facing environment and was eventually promoted to senior service advisor."

