

Position: Parts Counter & Tele Sales
Business Unit: Toyota & Hino
Location: Middelburg
Reporting to: Parts Manager



Overview: Job purpose and deliverables

Purpose of the role: Core purpose of the role is to ensure a profitable parts department by selling parts and ensuring the availability of correct parts. To be successful in the role, you would have a passion for customer satisfaction and retention, be cognitive of the GP target and have a drive for maximizing profit whilst achieving above average customer satisfaction ratings.

Key deliverables and outputs:

Reporting to the Parts Manager, you will be responsible for:

- Ensure knowledge of the manufacturer and NMI-DSM parts marketing plans, the range of products and services offered by the parts department and parts pricing policies and plans
- Assist in the implementation of the marketing plans, use the database (MIS) correctly and implement a relationship – selling plan
- Make telephone, written or face- to –face contact with the targeted customers at the appropriate time
- Deal with customers in a courteous, tactful and professional manner

Overview: Essential individual competencies to be successful in the job

Academic qualifications:

- Matric Certificate
- Unendorsed driver's license
- Previous experience in a similar role – Minimum 3 Years

Work experience:

- 3 years in similar role

Behavioural Attributes:

- Professional appearance, impact with customers:
- Willingness to work flexible hours/overtime
- Team player
- Willingness to comply with given standards, guidelines, procedures and instructions)
- Helpful and supportive behavior in interpersonal interactions
- Pursue each parts sales opportunity promptly and efficiently, using the correct approach
- Establish the customers' needs for parts over the telephone
- Ensure the parts sales area is clean and tidy, in accordance with Barloworld Motor retail and franchise standards
- Ensure all relevant information is collected to ensure the correct part is identified and quoted for
- Accurately enter the customer's order in the computer system
- Order non – stocked, or out of stock parts from the correct supplier

Knowledge and Skills:

- Technical orientation and product knowledge
- Computer literacy
- Sales principles
- Written and spoken English
- Persuasive communication
- Attention to detail
- Professional telephone etiquette
- Fluent and confident communication
- Willingness to learn and keep up to date with developments

Level of Decision-Making

Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).

Level of Problem Solving

Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 11 October 2024

Email: Recruitment@nmi.co.za

Please use reference number: Parts Sales NMI Toyota and Hino Middelburg
manager prior to
applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy