

<b>Job title:</b>	Parts Person
<b>Department:</b>	Aftermarket
<b>Reports to:</b>	Service Centre Manager/ assistant manager when in position
<b>Responsible for:</b>	
<b>Location:</b>	Ivybridge Service centre
<b>Hours of Work:</b>	40 hours per week
<b>Closing date:</b>	

### Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



### Job Purpose:

- Part Ordering and processing, engineers, depot and contracts
- Customer Service
- Promotion of part sales
- To comply with any other reasonable request which may become necessary in the best interests of Dennis Eagle

### Main Duties and Responsibilities:

- Stock control for vans, site workshops, contracts and audits.
- Processing of parts ordering within a timely and accurate manner.
- Correct identification of parts.
- Processing warranty and returns.
- Keep work area free from obstacles.
- Actively seek to improve product knowledge.
- Responding to customer needs through the efficient and effective use of all forms of communication and dealing with customer in a professional manner.
- Learn, understand, and follow procedures and processes for customer orders, backorders, special deliveries, parts returns and accounts queries.
- Lead the department team in the day to day running.
- Assist other departments team in the absence of a Team member
- Operate within company guidelines and procedures.

### Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.



At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team [recruitment@dennis-eagle.co.uk](mailto:recruitment@dennis-eagle.co.uk)



Criteria	(E)ssential / (D)esirable
----------	---------------------------

<b>Knowledge</b>	
• Call Handling	E
• Administration	E
• Parts Knowledge	E
• Communication	E
• HGV & Waste Industry Experience	D

<b>Experience</b>	
• Customer Service Experience	E
• Previous Experience in Different role	D

<b>Education / Qualifications</b>	
• Microsoft Office	D
• Excel	D

<b>Job-related skills &amp; abilities</b>	
• Able to work on own initiative or as part of a team	E
• Ability to maintain high output levels	E
• Able to stay focused under pressure	E
• Results driven & orientated	E

<b>Other requirements</b>	
• Flexible approach to working	E
• Overtime when required	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name \_\_\_\_\_ Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Manager name \_\_\_\_\_ Manager signature \_\_\_\_\_ Date \_\_\_\_\_

