

## **JOB DESCRIPTION**

### **PARTS CUSTOMER CONSULTANT**

SLSHOP specialises in all things classic Mercedes-Benz. Our team is friendly and hardworking with a passion for classic cars and great customer service. Based in rural Warwickshire, we work with clients from all over the world and pride ourselves on providing outstanding service.

We have an exciting opportunity for a Parts Store Customer Consultant to join our enthusiastic team.

#### **SUMMARY:**

Seeking a team player, preferably with an automotive or mechanical interest. We need a sales driven, proactive individual who is able to maintain an outstanding level of service. Candidates should have excellent communication and organisational skills and be able to work well in a fast-paced environment.

#### **DUTIES:**

- Handle sales and customer service enquiries by telephone and email.
- Process orders and taking payments.
- Handle and resolve any customer issues in a professional and timely manner.
- Cross sell of services such as VHC, CARE, storage, etc
- Process customer returns and credits.
- Maintain and develop customer base, ensuring customer satisfaction.
- Contribute to Parts marketing initiatives.

#### **KEY SKILLS AND COMPETENCIES:**

- Computer literacy essential.
- Excellent organisational skills essential.
- Confident interpersonal skills and strong customer service essential.
- Ability to view and understand schematic drawings.
- Ability to work under pressure and to targets.
- High level of focus; energy and drive.
- Ability to work as part of a team and independently.
- Passion to work in the motor vehicle industry.
- Previous experience working as a parts advisor or within the automotive industry would be an advantage but not essential.

## WHAT WE OFFER:

We value our employees hugely at SLSHOP and offer staff:

- Competitive salary.
- Bonus schemes.
- Healthcare plan.
- Contributory pension scheme.
- 31 days annual leave, increasing after two years' service.
- Company workwear provided.
- Staff wellness programme.
- Free parking.

## HOW TO APPLY:

Please apply in writing to the email address detailed below.

## CONTACT:

**Email:** [stephanie@theSLSHOP.com](mailto:stephanie@theSLSHOP.com)

**Telephone:** 01789 337 070

**Address:** SLSHOP, Drayton Farm Buildings, Drayton Manor Drive, Stratford upon Avon, CV37 9RQ