

Position Description – Automotive Parts Interpreter

Full Time (38 hrs a week)

Position Requirements

This apprenticeship is full time and has a 36 month term, with training to be completed on the job.

Duties include:

- talk to customers to find out their exact needs
- identify the make, model and variations of motor vehicles and automotive equipment
- check catalogues or computer databases to identify and locate the sources of required parts
- recommend parts to customers
- receive orders for parts
- order parts from warehouse and external suppliers
- prepare invoices and other finance arrangements for the sale of stock
- calculate tax, discounts and prices
- process cash/credit transactions
- collect, pack, despatch or deliver ordered parts
- participate in warehouse despatch, packaging and delivery of stock, and receive incoming stocks
- keep sales and stock records
- participate in stocktaking (regular checking and valuing of goods) and update computer data
- assist customers in repairing or replacing parts
- set up merchandise displays

Personal Requirements

- enjoy clerical and administrative work
- neat personal appearance
- good communication and sales skills
- organised approach to work
- problem-solving skills
- able to work quickly under pressure
- interested in motor vehicle parts and their functions

General Job Related Information

Automotive parts interpreters sell automotive parts and accessories, such as engine, brake and transmission components, batteries, headlights, tyres, seat covers and car cleaning equipment, in retail or wholesale outlets. Automotive parts interpreters may specialize in one particular make of vehicle. Most of their time is spent in contact with customers, either in person or by telephone.