

PART ADVISOR (AFTER SALES)

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Company: Confidential

Location: Kuwait

Category: other-general

Job summary:

We are seeking a Parts Advisor - After Sales Service to join our automotive company team in Kuwait. This role is responsible for providing excellent customer service to our after-sales service customers while maintaining an extensive inventory of parts and accessories in our parts department. The ideal candidate has experience in an auto parts or after-sales service environment, some knowledge of automotive parts systems, and excellent communication and organizational skills.

JOB SPECIFIC

- Provide exceptional customer service in the parts department of our after-sales service center
- Maintain an extensive inventory of automotive parts and accessories in an accurate and organized manner
- Maintain appropriate parts levels by monitoring daily stock levels and place orders with approved suppliers
- Maintain appropriate documentation and files related to parts supply for ease of reference
- Interface with internal and external customers and manage customer concerns through timely and efficient problem resolution
- Work collaboratively with a team of technicians, service advisors, and other department staff to

meet customer needs and achieve sales targets

-Meet or exceed sales targets as assigned

Continuously look for opportunities to improve inventory management, customer service, and operational effectiveness.

-Create sales orders, quotations and prepare invoices

-Ensure orders are processed efficiently

Job specifications:

Education:

High school diploma or equivalent is required, and a college degree in business or automotive technology is preferred.

The education levels can be replaced by years of experience.

Experience:

Two (2) to Three (3) years of experience in a similar role

Skills:

Computer Skills: Proficient in Microsoft Office Tools

Languages: Fluent in English and Arabic

Core Competencies:

Excellent Communication and Listening skills

Goal Oriented and Guest centricity

Ownership and accountability

Strong negotiation skills

A passion for cars and customer service

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