

ROLE CLARITY

Position Title:	Parts Communicator	Reports To:	National Parts Manager
Name:		Direct Reports:	N/A
Function:	Parts	Indirect Reports:	N/A
Business Unit		Date Created:	September 2020

JOB PURPOSE

- Support the branch network through centralised Parts enquiry management.
- Provide high levels of customer service to all parts customers and manage all parts related customer enquiries through to resolution.
- Work collaboratively and constructively with other team members.
- Deliver an excellent customer experience.
- Complete of all parts related documentation to standard.

FINANCIAL ACCOUNTABILITY/DECISION MAKING AUTHORITY

Dimension	Value/Description
Provide a summary of the position in terms of its impacts, financial accountabilities, and decision making limits. Not all items will apply.	N/A
Purchasing Authorisation Level	N/A
Decision making authority and types of decisions made	Decisions Expected: Workflow priorities within guidelines Recommendations Expected: Approvals required above authorised level

ACCOUNTABILITIES

Role Specific Accountabilities

Deliver excellent customer experience.

- Present yourself in a professional way i.e. communicate in a professional way, ensure your personal presentation is tidy and respectable, keep your work area tidy and orderly.
- Jobs are completed to meet/exceed customer expectations.
- Take every opportunity to upsell and offer solutions.
- Process customer enquiries and orders to meet time standards, identify and prioritise parts orders.
- Effectively use CAT internal systems to ensure the correct parts solution for the customer.
- Ensure customers are aware of all current parts promotions.
- Respond to all incoming enquiries related to parts sales for Gough Cat within the agreed timeframes.
- Identify and communicate opportunities for improvement for the CSC and enquiry flows.

Health and Safety

At Terra Industrial, our commitment to health and safety is central to how we operate. Everyone is accountable for safety.

- Safety of self and others is achieved by personal commitment to follow all company policies, safety management systems, procedures and practices
- Demonstrate personal commitment to development and training

- Minimise risk by actively identifying safer ways to conduct work, participate in safety initiatives, hazard identification and incident management; adopt lessons learned into work practices
- Identify and report opportunities for continuous improvement and innovation

Team Membership

Be a great team member, always act in a way which is in line with our Code of Conduct.

- Follow instructions
- Comply with Company policy and procedures
- Respect others
- Work constructively with team members across the group
- Help out with different tasks as required
- Contribute ideas and share your knowledge
- Take every opportunity to learn new technical skills

Leadership

- Actively role model organisational purpose, values and behaviours
- Build strong working relationships with others, both inside and outside of direct team
- Others can learn and grow through the personal demonstration of sharing information, ideas and learning
- Proactively seek formal and informal development opportunities for growth

Financial

- Eliminate rework by following agreed methods and measures
- Identify a better way of working to reduce costs
- Use resources (people and assets) effectively and efficiently
- Deliver work on time and in full

Customer Experience

- Follow agreed methods and measures to achieve reliable results for customers
- Customer expectations and service standards are understood and delivered within agreed timeframes
- Implement initiatives so that customer experience targets are met
- Identify opportunities to improve customer experience and initiatives are adopted by others

PERSON SPECIFICATIONS

Qualification

	Essential	Desirable
Full drivers licence.		

Experience

	Essential	Desirable
3-5 years industry experience in parts interpretation/sales in the automotive or heavy machinery sectors.	Yes	
Experience using parts ordering systems.		
Skills that demonstrate that the person accepts responsibility for the way they manage themselves in their position and their performance in the role.		

COMPETENCIES



Drives Results

Demonstrates a strong focus on high performance standards and personal achievement. Sets self-stretch goals and works persistently to achieve them. Displays high work focus, high levels of energy, and goes above and beyond to exceed expectations.



Clear Communication

Communicates in a clear, confident, and articulate manner. Is effective at influencing others to see things a given way. Adapts communication style to be appropriate to the audience or group they are presenting to.



Customer Focus

Is motivated by exceeding customer expectations and fulfilling obligations to others. Interacts with customers in a friendly, considerate manner, responding to social cues appropriately. Treats all customers equally.



Adaptability

Highly open and adaptable to change. Responds to change in an enthusiastic manner and adjusts quickly, with little disruption to workload in the process.



Accuracy & Completion

Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.



Teamwork

Supports and collaborates with team members to achieve targets. Appreciates the benefits of diversity and works well with a variety of people.

KEY RELATIONSHIPS

Internal - Branch team members

External - External customers

ACKNOWLEDGEMENT

I have received a copy of the Role Clarity and have read, understand and accept its contents.

Team Members Signature: _____

Date: ____ / ____ / ____

Manager's Name: (please print)

Signature: _____

Date: ____ / ____ / ____

The purpose of a Role Clarity is to provide a job summary that can be used to assist in a number of management activities including recruitment, induction, training, performance management, job evaluation, and job design. Role Clarities are supported by, and should be read in conjunction with, other Terra Cat documents such as letters of appointment, policies and procedures, codes of practice and any other materials that provide details about what is to be achieved and how the job is to be performed.

A Role Clarity is only a summary of the typical functions on the job, not an exhaustive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties of the incumbent may differ from those

outlined in the job description or other duties, as assigned, might be part of the job. As many jobs evolve over time, position descriptions may be reviewed and updated.