



Job Description & Person Specification

Position Title:

Hydraulic Hose Manufacture & Parts Assistant

Hours:

The role is a full time position
08.30 - 17.30, Monday - Friday + 08.30 - 12.30 Sat on rota basis

The Position

We are looking to recruit an enthusiastic and conscientious individual to join our team. The successful candidate will undertake training (off Island) in the manufacture of hydraulic hoses to enable them to manufacture hoses to our accredited high standard. In addition they will be supporting the Parts Manager in the day to day running of the shop and supporting the workshop. This role is a physical role but offers a balance of indoor, outdoor, computer and practical aspects.

This role would be an ideal position for someone who already has experience in the agricultural machinery sector - through farming, family life or work. We would also be interested in speaking to enthusiastic individuals who may not have the experience but are willing and able to learn. The successful candidate will be supported by our Parts Manager and have access to on the job training, online training and manufacturer product training.

Duties and Responsibilities

The main role of the position is to manufacture hydraulic hoses as part of our "while you wait service". This requires an organised individual who has excellent multi tasking ability. In addition the successful candidate will assist our Parts Manager in ensuring our customers receive an excellent service. This will be achieved primarily through the identification and ordering of parts, efficient stock management and a good product knowledge.

There are many elements to this role and we would expect the role to grow with the individual. No day is quite the same. Day to day duties in addition to the manufacture of hoses will include:

Dealing with incoming telephone enquiries, dealing with the call, directing it to the relevant person or taking a message, serving customers in the shop, responding to email enquiries, dealing with our suppliers to order parts for stock and to meet customer requirements, ensuring these deliveries are received timely, and follow up where necessary, picking and packing parts to meet customer requirements, receiving the post and processing received items, advising customers when their stock has been received and is ready for collection, providing parts assistance to the service department, maintaining the parts stock and the displays in the shop in an orderly, safe and organised manner Administrative duties including raising invoices and booking in stock, booking parts to workshop jobs, marketing and advertising
Maintain all records efficiently and effectively, stock checking and re-ordering.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▶ GCSE passes including Mathematics and English (or equivalent) 	<ul style="list-style-type: none"> ▶ Evidence of further professional development. ▶ Full Driving licence
Experience and Job Knowledge	<ul style="list-style-type: none"> ▶ Excellent ICT Skills in a variety of programmes and platforms. ▶ The drive and motivation to fully understand the product and company goals. ▶ Promote excellence in customer service. 	<ul style="list-style-type: none"> ▶ Knowledge of imperial metric conversions ▶ Experience and good knowledge of agricultural and or construction parts. ▶ Experience of parts ordering and stock management
Job related abilities	<ul style="list-style-type: none"> ▶ Personally well organised, with good communication skills. ▶ Excellent attention to detail ▶ Show honesty integrity and professionalism. ▶ Ability to develop good relationships with colleagues, customers and external organisations ▶ Ability to work on own initiative and as part of a team ▶ Ability to work under pressure and achieve deadlines by prioritising workload ▶ Have a sense of humour and willingness to work outside when necessary ▶ Be friendly, reliable and confident 	<ul style="list-style-type: none"> ▶ Problem solving skills and a willingness to think outside the box ▶ Evidence of creative thinking ▶ Experience of reading technical support manuals, parts drawings and documents
To apply:	<p>If you would like to apply please send a current CV to info@jdweng.com including the following information:</p> <ul style="list-style-type: none"> ▶ Relevant qualifications ▶ Employment and relevant education history ▶ A brief explanation of why you would like to apply 	