



ROLE CLARITY

(Name)

Parts Interpreter and Service Administrator

Greymouth

WHO YOU REPORT TO

- Branch Manager, Gough CAT

WHAT YOU ARE RESPONSIBLE FOR

- Provide high levels of customer service to all parts customers.
- Working collaboratively and constructively with other team members.
- Delivering an excellent customer experience.
- Completion of all parts related documentation to standard.
- Timely and accurate processing of service data for invoicing.

WHAT SKILLS AND EXPERIENCE YOU NEED

- 3-5 years industry experience in parts interpretation/sales in the automotive or heavy machinery sectors.
- Experience using parts ordering systems.
- Excellent customer service skills.
- Attention to detail is a strength.
- Full drivers licence.

KEY ACCOUNTABILITIES AND RESULT AREAS

Health and Safety

Gough Group has an expectation that safety is the upper-most priority for our leaders/team members. As this standard is central to the Gough Group's business values, compromise in terms of safety of our employees is not acceptable.

Mind set: No compromise – Safety First.

Structure: Use the H&S systems that operate each and every time. No exceptions.

Skill set: Take personal responsibility and time prior to commencing tasks to ensure safety, look out for your team mates and keep them safe.

Percentage
10%

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.

Percentage
20%

- Help out with different tasks as required.
- Contribute ideas and share your knowledge.

Customer Experience

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 accurately 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.
- Back office functions are completed efficiently and on time to ensure customer the Net Loyalty score targets are met.

Percentage
40%

Financial

Contribute to the overall financial performance of the branch.

- Achieve/exceed monthly budgeted parts sales.
- Accurate and timely processing of documentation for payroll to meet weekly pay run deadlines required covering absence or high work load.
- Open Service calls with the NAXT system.
- Accurate receipting and control of invoices.
- Promptly obtain invoice pricing for outwork and supplying purchase orders.
- Manage and close service calls within the NAXT system.
- Ensure information is complete and correct for all service calls.

Percentage
30%

GOUGH GROUP VALUES**We Always Work Safe**

- Safety is paramount in everything we do.
- No compromises, no exceptions.
- We look out for each other.
- We recognise our people and their value.

We Are Courageous and Creative

- Have the courage to make change.
- Be innovative.
- Embrace a pioneering spirit – our legacy that has gone before us.
- Enable the team.

We Are Family

- One Team – One Company.
- Proud to be NZ owned and operated.
- Be part of the team



- Enjoy the experience
- Work together and respect each other.

We Get Things Done

- Be proactive.
- Don't wait.
- Make a decision.

We Go Above And Beyond

- Set high standards.
- Be ambitious.
- Exceed expectations.
- Strive for achievement.
- Create an environment of achievement.
- We will acknowledge and reward success.

Team Member's Signature:
Manager Name:
Manager Signature: