

## **Internal Technical / Parts Support**

Engines Plus is seeking a person to join our small team based in Quedgeley. This is a varied role, but you will be part of a small company looking to expand its sales.

The key tasks with this position is to ensure we offer a good level of technical support of all products offered by Engines Plus Ltd.

This varied role will include

- Part Interpretation, working closely with Sales Administration on parts sales.
- Technical questions across all products, including servicing questions, technical service data, operational issues of products.
- Diagnosing customers problems over the phone, and helping customers.
- Working with dealers and trade customers as key support in the office.
- Working closely with all Sales team and Tech Support engineer, to grow sales and any opportunity to sell the service of the offsite engineer.
- Look after all warranty calls, arrange engineer and parts, and ensure all forms are completed, so administration can follow this through with manufacturers

The job is an office-based job, which may require some travel to exhibitions, which will include some weekends at exhibitions, to ensure that After Market Business is represented.

This will be across all brands that we distribute and will be to both trade and the public, and for the right person, there is certainly opportunity to grow with Engines Plus Ltd

This is a full-time role, 40 hours per week, Monday to Friday.

### **Person Specification –**

- Customer focused
- Good Knowledge of diesel and petrol engines
- Good telephone manner
- Computer Literate
- Team Player
- Ability to prioritise tasks
- Follow process and procedures, but with flexibility when needed
- Accurate with good attention to detail

### **Other areas**

- Back up and support sales administration as necessary (holiday cover, busy times, etc)
- Other tasks as required by the business

The person must have good knowledge of Microsoft office, and it is desirable to have an understanding of Iris Exchequer or equivalent. Training will be given on the relevant areas of the business and systems that we use.

For more information, or to apply please send your CV and covering letter, to Hedley Beavis at [hedley@enginesplus.co.uk](mailto:hedley@enginesplus.co.uk)

Date: 29/4/23