

MGOC SPARES & ACCESSORIES

Classic Car Parts Sales Advisor Job Description

Position	Classic Car Technical Sales Advisor
Contract Term	Full Time. Permanent (subject to successful completion of a 6 month probationary period)
Department	Sales Office
Reporting to	Sales Office Manager
Location	On-site within a Sales Office setting.
Hours	38.75 hours per week (09:00 – 17:30 Monday to Friday) 45min lunch break .
Overtime	Following successful completion of the probationary period, there may be a requirement to work Saturdays 09:00 to 12:00 on a hybrid basis (typically, one in five). This is eligible for O/T and offered at the discretion of your line manager.
Main purposes of the job	<ul style="list-style-type: none"> • Handle customer sales & service enquiries on a day-to-day basis. • Receive inbound and make outbound customer sales & service telephone calls. • Provide timely and effective reply to email/live-chat enquiries. • Help customers to identify suitable product, upselling where appropriate. • To support colleagues in maintaining contact centre grade of service. • Work to department objectives to achieve sales targets. • Support sales initiatives

	<ul style="list-style-type: none"> • Where relevant, communicate knowledge across departments to improve offer, process and efficiency. • Undertake relevant training (as required) • Provide shop counter cover (ad hoc) • Attend shows/events (occasional) • Support the administration of the sales office
Key Skills	<ul style="list-style-type: none"> • A confident and professional, multi-channel communicator with strong customer facing skills • Mechanically minded, familiar with vehicles and vehicle parts. • Excellent attitude towards customers and sales • Motivated, timely and proactive • Sound IT and online literacy with the ability to quickly learn and adapt to new software and tools. • Experience of CRM tools desirable.
Eligibility	<ul style="list-style-type: none"> • Automotive Parts or Mechanical experience • Fluent English speaker • Applicants must have the right to work in the UK
Benefits	<ul style="list-style-type: none"> • 20 Days Paid Annual Leave + 8 Public Holidays • Opportunities for career development for motivated individuals. • Company pension • Staff discount • DIS insurance • Opportunity to attend paid events and represent the company • Free On-site parking • Cycle to work scheme • Air-Conditioned office

How to apply

We are an equal opportunity employer and welcome applications from candidates of all backgrounds. Please send your CV and covering letter, to Hannah Rust

hannah.rust@mgocspares.co.uk