



## Job Description – Parts Interpreter

**Job Title:** Parts Interpreter  
**Department:** After Sales  
**Reporting to:** Parts Inventory Controller

**Purpose of the Job:** The basic functions of this position are to manage & process spare parts requests from our customers, provide front desk support and other clerical & office duties, and produce the various regular business-related reports.

### **Duties & Responsibilities:**

- Coordinate purchasing with all vendors.
- Update ETA efficiently.
- Understand the ordering processes and policies for parts, communicate these policies to customers.
- Process and Maintain daily orders.
- Provide the highest level of service to our customers regarding spare parts orders, tracking shipments,
- Updating relevant information on system, product and policy information.  
Inventory management.
- Perform part modification maintenance on a weekly basis.
- Direct involvement in spot checks and annual inventory audit.
- Ensure Parts Master file is within stipulated parameters and updated when required.
- Provide on-time customer feedback on shipment and backorder status.
- Update spare part pricing and discount structure of products.
- Raise discrepancy claims with all vendors (damage, shortage etc.)
- Respond to accounting requests where applicable.
- Processing of vendor invoices.
- Maintain Dealer Backorder status reporting on a daily basis.
- Provide information to customers whenever we have problems which may lead to shipping delays or revised shipping dates.
- Maintain knowledge of the product lines to provide general technical assistance, provide answers to customer queries, basic product questions and offer alternatives if applicable.
- Quarterly updates of spare part pricing and discount structure of products by conducting comparison with other manufacturers.
- Accurately interpret and identify genuine spare parts in line with manufacturer specifications.
- Maintain up to date system records and ensure precise inventory management at all times.
- Ensure correct documentation, coding, and classification of all spare parts.
- Demonstrate strong expertise in identifying spare parts for legacy and older equipment models.
- Apply sound analytical skills and effective decision-making in daily operational tasks.
- Technical experience with spare parts

### **Knowledge, Skills & Attributes:**



- Relevant tertiary qualification would be an advantage.
- At least 3 years experience in procurement of spare parts in the motor industry.
- Experience in a spare parts system.
- Able to work on their own without supervision.
- Able to take on more responsibilities than the job requires.
- Accurate, meticulous, detailed, precise and methodical.
- Sound business acumen – good general business skills.
- Effective communication skills.
- The ability to work in cross-functional teams.
- High level of computer literacy essential.
- Good time management and prioritization skills.

**Behavioural traits:**

- Lead by example.
- Analytical thinking.
- Practical orientation.
- Solid ethics and values.
- Frustration tolerance.
- Flexibility.
- Initiative.
- Strong sense of self.
- Autonomous functioning and self reliance.
- Acceptance of other cultures.

**Special Requirements:**

- Willingness to work overtime when required.
- Own transport.