

Terms of Reference for Assistant Parts Supervisor - TOYOTA SPARES PARTS, STCB

Background

Assistant Parts Supervisor is responsible for daily sales of spare parts and updating the daily business transactions of the unit in the ERP system with minimum error. Assistant Parts Supervisor will also assist in Planning and monitoring activities. Will visit different stalls and locations for marketing of products and enhance sales. He/She will ensure that warehouse is properly maintained and tidy and presentable.

Assistant Parts Supervisor will report to Parts Manager.

Duties and Responsibilities:

- Responsible for getting the exact part no from the system
- Keep the record of orders.
- Receive orders and immediately process for delivery. In case the items are not in the stock report to the immediate Supervisor for placing orders from principal company and update in the sales loss register.
- Maintain sale loss register and contact those clients after the arrival of the materials.
- Receive the materials from the transporters and ensure that the materials are received as per the invoice. In case of shortages and damages, report to Manager.
- Providing of quotation to all the MOU signed customers and those customers coming with official Letters.
- Verify the spare parts during the time of receiving and issuing of materials as per the supply order.
- Assist Manager while placing spare parts order to principal company.
- Should work based on the instruction of the Supervisor.
- Maintain business secrecy.

Competencies

Functional Competencies:

Building Strategic Partnerships
Identifying and building partnerships

- Displays initiative, sets challenging outputs for him/herself and willingly accepts new work assignments;
- Takes responsibility for achieving agreed outputs within set deadlines and strives until successful outputs are achieved;

- Promotes STCB's agenda in among customers and in the market

Job Knowledge/Technical Expertise

In-depth knowledge of the subject-matter

- Demonstrate basic knowledge in computer
- Continue to seek new and improved methods and systems for accomplishing the work of the unit;
- Cope up with market requirements.
- Should possess adequate knowledge regarding Toyota Spares parts.
- Good Inventory management knowledge.
- Good Warehouse management knowledge.
- Keeps abreast of new developments in area of professional discipline and job knowledge and seeks to develop professionally;
- Demonstrates adequate knowledge of ERP system and applies it in work assignments.
- Sound knowledge in customer care.

Promoting Organizational Change and Development

Assisting the individuals to cope with change

- Get well versed with all the relevant policies of the company.
- Come up with remedial measures for the problems and recommend for necessary changes or rectification in ERP systems and other related system

Client Orientation

Contributing to positive outcomes for the client

- Anticipates client needs;
- Works towards creating an enabling environment for a smooth relationship between the clients and service provider;
- Demonstrates understanding of clients' requirement;
- Keep client informed of problems or delays in the provision of services;
- Uses discretion and flexibility in interpreting rules in line with company policy in order to meet client needs and achieve organizational goals more effectively;
- Solicits feedback on service provision and quality.

Core Competencies:

- Good inventory knowledge.
- Promoting ethics and integrity, creating organizational precedents;
- Promoting effective team, share knowledge, issues with peer, Assistant Parts Supervisor s and staff.
- Values open communication;
- Sincere, hardworking, punctual and willingness to learn on daily basis.

