

POSITION DESCRIPTION

POSITION TITLE	Spare Parts Interpreter
POSITION LOCATED AT	Subic Bay - Philippines
REPORTING TO	Spare Parts Team Leader
DIRECT REPORTS	NA
EMPLOYMENT CLASSIFICATION	Full time
POSITION OVERVIEW	To provide efficient and accurate assistance to customers and service technicians in the identification, sourcing and provision of spare parts through exceptional customer experience via all customer contact channels including but not limited to: Phone, Email, Web/Live Chat correspondence.

SPECIFIC OBJECTIVES

1. Work as a team player to ensure efficient and accurate interpretation of spare parts needed by customers and service technicians.
2. Ensure communication across Australian and Subic coordinators, TSM Support, technicians and other relevant departments about chasing of spare parts orders, and other processes which involve interpretation.
3. Provide spare parts advice and determine availability by contacting suppliers and sourcing through alternate channels.
4. Acknowledge inquiries and examine methodically in detail spare parts of myriad of food equipment machines.
5. Analyse and source suppliers around the world to validate part numbers in system and makes it available for order by customers via direct sales on phone, email or the online webshop, Allied Hardware.
5. Provide timely response and assistance in all queries sent to all communication channels of Spare Parts Team.

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Building and maintaining effective internal and external stakeholder relationships.	Customer Feedback Surveys

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Maintaining effective and efficient processes, systems, and procedures	Quality Assurance and Rework
Data accuracy and timely flow of work output	System reports and observation
Customer Service and Customer Satisfaction	Customer Feedback, Quality Evaluation
Comprehensive and detailed knowledge of policies as they relate to your specific area.	Observation of being effective in role
Working collaboratively with other members of the Global community	Evidence of effective internal/external relationships No. of commendations/complaints received regarding quality of work and attitude
Ensures service targets, SLA's and KPI's are achieved optimum levels of quality & service delivery.	SLA and KPI Achievement
Any other duties, consistent with the role, or duties as required from time to time by the Spare Parts Team Leader, FOS Customer Service Manager, FOS Sales and Spare Parts Manager or other relevant department managers.	
Demonstrate a high level of professional and personal standards and conduct.	
Observe OH&S and company policies.	Pro-actively ensure up to date knowledge of and compliance with OH&S policies and procedures and participate in their further development by identifying risks and escalating them appropriately. Observe company policies

COMMUNICATION (regularly communicates with)

FOS Customer Service Manager, FOS Sales and Spare Parts Manager, Service Managers, Coordinators, Service Technicians, Customer Escalations Specialist and Spare Parts Staff, Spare Parts Purchasing

Dunbrae Subic Incorporation

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Email : inquiries@dunbraesubic.ph

Web : www.dunbraesubic.ph

Officer, Australian Warehouse staff

SKILLS AND EXPERIENCE	DESIRABLE	ESSENTIAL
EDUCATION		
Bachelor's Degree – Electrical or Mechanical Engineering background is an advantage		✓
Graduate Studies	✓	
WORK EXPERIENCE		
Spare Parts or Food Equipment Industry or high level customer service		✓
TECHNICAL KNOWLEDGE		
Proficiency in MS Office.		✓
LANGUAGE SKILLS		
Strong written and verbal communication skills		✓

SKILLS, ABILITIES & COMPETENCIES, AND QUALITIES

Hardworking, energetic individual, Detail oriented, Problem Solver, Superior Customer Service skills, Think outside the box, Ability to multi-task and make good decisions, Ability to manage and motivate a team, Ability to work under pressure and balance the competing demands of several managers, Proactive approach, Excellent level of integrity, Trustworthy and target-oriented, Ability to work autonomously

JOB SPECIFICATION ACCEPTANCE

EXPLAINED BY:		
Supervisor / Manager Name	Signature	Date
ACCEPTED BY:		
Employee Name	Signature	Date