

Position Description

Vacancy Title: **Parts Advisor**

Location: **Suva, Fiji Island**

Reports To: **None**

Objective

The Parts Advisor provides efficient and accurate support to customers and trade clients by identifying and supplying the correct products to meet their needs. The Parts Advisor is responsible for achieving daily sales targets while delivering exceptional service and maintaining a high level of product knowledge. The role reports to the Parts Manager.

Outcomes

Organisational Stakeholders

1. Inventory Efficiency Guaranteed

- Achieve individual sales targets and maintain profitability across all parts transactions.
- Obtain full deposits on all special customer orders to ensure timely processing and minimize financial risk.
- Contribute to the reduction of aged inventory to less than 10% by assisting in aged stock sales.
- Monitor and reduce lost sales and customer backorder ratios in the ERA system to improve stock management and availability.
- Achieve the Annual Financial Ratio (AFR) target through effective sales and inventory management practices.
- Support the branch in achieving operational efficiency through compliance with company policies, Standard Operating Procedures (SOP), and Kaizen excellence initiatives.

2. Customer Satisfaction Maintained

- Provide exceptional customer service and ensure timely feedback and follow-up on all customer inquiries.
- Improve customer retention and satisfaction ratings by proactively addressing customer needs and resolving issues effectively.
- Reduce customer complaints by at least 10% through consistent service quality and professional communication.
- Achieve Customer Satisfaction Index (CSI) targets by maintaining high service standards and building lasting customer relationships.

3. Learning, Growth and Continuous Improvement Ensured

- Actively participate in all planned training and development programs organized by the Training Department.
- Demonstrate continuous skill improvement by participating in the Parts/TB Skills Contest.
- Contribute to a positive workplace culture by reducing sick days and promoting teamwork and professional growth.
- Support a culture of continuous improvement by contributing ideas and initiatives that align with Kaizen principles and company goals.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Quality Focus	Deliver quality.
People	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Learning	Develop the competencies of self and others to enhance performance.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.

Competence	Description
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Form 6	with proficiency in computer literacy

Work Knowledge and Experience

- Minimum of 2 years experience in Parts Operation.
- Proficient in the use of computer systems and applications.
- Ability to work under minimum supervision.
- Possess strong interpersonal and communication skills.
- Demonstrates strong teamwork and collaboration skills.
- Physically able to carry out work-related tasks safely and efficiently.
- Experience in parts inventory management, including stock control, ordering, and reconciliation.

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Staff	
External		
	Customers.	
	Suppliers.	

Attributes

Behavioural Styles

- Detail oriented** Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Energetic** Constantly active and driven to put in effort. Works hard to promote an enterprise.
- Reliable** Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

- Extrovert** Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
- Objective** Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- Team Oriented** Enjoys being with others as part of a group or team.

Thinking Styles

- Conscientious** Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
- Initiative** Takes action and makes decisions without the help or advice of other people.
- Well organised** Controls tasks in a well thought out and critical manner.

How To Apply

Further details about the role description and expected outcomes can be accessed by visiting: <https://app.hrmonise.com/job/4275/asco/parts-advisor-v> All applications must be submitted via the job portal; emailed applications will NOT be accepted.

Contact for Enquiries

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Closing Date: 14 Dec 2025