



RECRUITMENT FOR

**PARTS & WAREHOUSE ASSISTANT –
REDEXIM UK**

APPLICATION PACK

PARTS & WAREHOUSE ASSISTANT

Redexim UK

Redexim UK is part of the Redexim BV group that manufactures specialist machinery for the maintenance of sports turf surfaces. As a world leader in turf maintenance equipment, we have continued to develop an innovative and comprehensive range of products for our global customers.

Through our continuous engagement with our customers, we aim to fully understand their requirements and desires. To complement our broad range of products, we also offer leading after-sales and service programs. This includes a UK-wide distribution network, that provides the spare parts to keep our equipment running at all times, and reducing any potential down time.

Due to retirement we are seeking a Parts & Warehouse Assistant to maintain and improve our service standards.

The Role

This role is based in Haslemere, Surrey and will manage the day to day aspects of the company's spares ordering, stock holding and other warehouse duties in order to achieve:

- Efficient stock holding and management
- A high standard of customer service for orders and enquiries
- Preparation of machines for transport and dispatch
- Working as a constructive member of the company's office based team

Responsibilities

As detailed on the Job Specification below

What you should have

Appropriate skills for the role to include demonstrable relevant experience ; core knowledge of Microsoft Office and Sage experience beneficial but not essential.

What we offer

Competitive salary dependent on experience, 25 days annual leave per calendar year plus bank & public holidays, a defined contribution pension scheme and death in service life insurance.

How to apply

See below.

Closing date: Open ended



Job Specification

1. Position / Job Title:
Parts & Warehouse Assistant
2. Reporting To:
Finance Director / Technical Services Manager
3. Key Objectives:
 - 3.1. To ensure that, within one working day of receipt:
 - All customer enquiries (from end users and dealers) are answered
 - All machine and parts orders are processed, with availability/despatch dates advised / agreed.
 - All support information (literature / technical pricing etc.) is made available.
 - All technical requests are actioned.
 - 3.2. To ensure that all parts are despatched on time (as advised to / agreed with the customer) from Haslemere; OR, orders are placed with suppliers for direct despatch to customers by the agreed date.
 - 3.3. To maintain stock levels within the minimum/maximum levels as set from time to time at Haslemere.
 - 3.4. To actively promote to Dealers the stocking and marketing of the Company's parts programmes to their end customers and the holding of targeted stock levels of wear parts by the Dealer.
 - 3.5. To maintain the Company stores areas in a clean, tidy and accessible layout.
 - 3.6. To accurately utilise the Company's administration systems without errors.
 - 3.7. To work with colleagues in carrying out all other necessary tasks to assist in delivering support to the Company's current and potential customers.
4. Key Tasks:
 - 4.1. Incoming Enquiries / Orders
 - Handle all incoming enquiries / orders.
 - Ensure all enquiries answered directly / by colleagues.
 - Process orders into Company systems.
 - If account holder, confirms terms of account.
 - If no account, handle in line with Company policy on supplying non-account holders / payment method.
 - Confirm availability / despatch date to customer.
 - Supply all agreed support material / literature / parts lists etc.
 - Confirm full, accurate customer details.
 - Ensure the order is within account credit limit or paid.
 - 4.2. Despatch:
 - 4.2.1. From Haslemere:
 - Pick and pack and despatch to meet delivery time agreed with customers.
 - Arrange transport to meet agreed delivery time /date.
 - 4.2.2. From Suppliers (particularly Redexim):
 - Place order with supplier for despatch direct to customer, to meet agreed delivery time / date.
 - 4.2.3. Administration:
 - Ensure all necessary paperwork is raised for each despatch.
 - Complete all tasks within the Company's administration systems to allow the invoice to be raised, with all necessary information – pricing, discounts, payment terms / method,

extra charges (transport / next day delivery etc), full customer details etc.

- 4.3. Stock Levels at Haslemere:
 - Ongoing regular stock checks to identify the need for ordering replacement stock to maintain max. / min. levels.
 - Place orders with suppliers against agreed prices / delivery times.
 - When required arrange transport in for goods ordered.
 - Input all supplier orders into the Company administration systems.
 - For stock delivered to Haslemere physically receive delivery, check against supplier paperwork, book onto the Company stock system, and place in the correct store location.
 - Immediately report all damaged / missing items to transporter and supplier.

- 4.4. Haslemere Stores:
 - Maintain the stores area in a clean, tidy, accessible, and safe condition.
 - Maintain computerised stock records accurately.
 - Ensure damaged / soiled parts are repaired / disposed of, and stock records updated accordingly.

- 4.5. Company Administration Systems:
 - Accurately use all aspects of the Company's systems for:
 - Enquiries / quotes.
 - Customer order input.
 - Despatches.
 - Transport / couriers.
 - Supplier orders.
 - Goods received.
 - Booking into stock.

- 4.6. Other Activities:
 - Assist the Technical Service Manager with preparation of stock/demonstration machines for dispatch to third parties
 - General warehouse duties as directed by the Technical Service Manager and other senior staff.
 - Any other duties as needed from time to time to meet customer requirements and the Company's business.

5. Key Requirements/Considerations:
 - Forklift qualification required. Training will be provided if required but this is an essential requirement of the role.
 - The work can occasionally require the lifting of heavy parts/parcels.

Terms and Conditions

1. Salary: Competitive salary depending on experience.
2. Holidays: 25 days per calendar year plus bank/public holidays.
3. Pension: A defined contribution scheme is operated by the Company in accordance with the Workplace Pension auto-enrolment rules.
4. Insurance: Death in service life insurance to be introduced.
5. Location: The company's offices located in Haslemere, Surrey.
6. Hours of work: Office hours are 39 per week but the role will require such hours as are necessary to fulfil the role.

Application & Recruitment Process

To apply you should submit your current CV together with a covering letter to paul@redeximuk.com

The cover letter should set out why you believe you are a suitable candidate based on your knowledge, skills and experience and how you meet the requirements of the role.