

## **Spares/Warranty Coordinator – Job Description**

Company: Lifts Ltd, Platform Division

Function: Spares and Warranty

Reports to: Manufacturing Manager

### **Purpose:**

To provide warranty, spare component parts for Stannah manufactured product and purchased platform lifts, in line with the Stannah spares policy.

### **Key Responsibilities:**

1. To be the key point of contact for Stannah Service Branch and Trade/Export customers requiring Warranty components ensuring materials are controlled and recorded via the established process.
2. To provide quotations for spares and delivery options to the Stannah Group and Trade/Export customers as required.
3. To process customer orders and communicate lead times.
4. To recognise new product introduction and have close contact with the Production Engineering regarding effectivity dates, ensuring suitable safety stocks exist of previous revision parts.
5. To process refurbishment opportunities for all Stannah manufactured products.
6. Ensure all parts and product supplied conform to required Stannah policies and Health & Safety at Work guidelines / legislation.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Materials Control function.*

### **Skills and Experience**

- Ability to plan, prioritise and organise workloads
- Capable of interpreting and reporting data/technical drawings in formal reports, presentations ETC
- Strong IT skills essential
- Good problem-solving skills

### **Personal Attributes and Behaviours**

- ✓ Excellent communication skills with the ability to interact and influence at all levels and with different departments
- ✓ Demonstrate passion, energy, drive and self-motivation, seeking opportunities to improve and learn.

- ✓ Ability to challenge the norm, seek opportunities, make structured decisions & suggestions for improvement.
- ✓ Able to listen and be receptive to the ideas of others, whilst maintaining a professional manner.

## **Relationships**

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex information.

### External

Confident communicating with UK and overseas customers and suppliers.

## **Education and Qualifications**

- Basic secondary school education.