



## Aftersales & Procurement Apprentice

**Department:** Supply Chain & Procurement  
**Reporting to:** Contracts Manager

**Site:** Lincoln  
**Key Reports:** None

### Role Summary

The Aftersales & Procurement Apprentice will handle customer requests for quotations for spares, workshop, repairs & service and correct supply working with the supply chain to meet the customer demands. In addition, process customer orders, carry out contract reviews with appropriate expediting of supplier orders to ensure we meet customer delivery on time.

### Key Responsibilities and Tasks

All job holders need to demonstrate, understand and implement the company values within their roles.

### People

- Working with Engineering department to support and assist suppliers through:
  - Provision of drawings and specifications
  - Clarification of technical and quality requirements
  - Support with technical and manufacturing experience
- Assist with regular cycle stock counts, liaising with Warehouse and Finance department to ensure the stock levels are correct.
- Process customers' requests, logging enquiries into our company business system, with an appropriate acknowledgment.

### Process

- Source quotations, determination of best price and lead time information to support sales quotations in line with customer expectations.
- Negotiate with suppliers on price and delivery including the establishment of price breaks against quantities to ensure best cost pricing is always sought and the up-to-date data is reflected in the Company business system.



- Place orders in line with Company procedures with pre-agreed and approved terms and conditions.

## Delivery

- Deal with suppliers directly on a regular basis to monitor progress to ensure accurate and on time delivery of goods to appropriate locations.
- Carry out monthly reviews of supplier status to ensure that the Company's business system is up to date with approvals in line with ISO 9001 certification and, where applicable, valid Confidentiality Agreements.
- Raise ad hoc facilities and general non-spares purchase orders in line with requirements identified and authorised by the Procurement & Aftersales Manager.
- Assist with dealing with any other day to day office duties, including answering the main telephone line, scanning, and filing documents on the company's business system, and other administrative tasks as and when required.

### Required Skills

#### Education (qualifications & training)

- Minimum of 2 a-levels and grades 4-9 GCSE Maths and English
- Basic Business understanding – understands key business areas
- Knowledge of Greenray's market, drivers and activities would be useful but not essential.

#### Skills (capabilities & qualities)

- To work effectively as part of a team to enhance productivity of department.
- Excellent communication and relationship skills, both verbal and written
- Team Player, flexible and mature attitude to variety in work scope.
- Prioritises effectively and is well organised.
- IT skills –Microsoft Excel & Word.

### Version Date

19<sup>th</sup> July 2021