



Parts Interpreter – Full Time
Carts'n'Parts Australia – Molendinar, QLD, 4214

We're seeking an experienced Parts Interpreter to support and enhance our after-sales and customer service operations. This dynamic role requires a professional individual with a sound background in the automotive or golf cart industry who can effectively apply any hands-on experience to assist in after-sales tasks, manage communications, develop manuals and how-to guides with assistance from colleagues. This position is perfect for an experienced mechanic or an individual with extensive knowledge in spare parts, looking to transition into a more strategic and administrative role.

Job Type: Full Time, Permanent

Key Duties / Responsibilities:

- Monitor and respond to enquiry emails in a timely and professional manner
- Develop user-friendly guides and instructional materials for product installation and usage as well as fault finding topics
- Assist the pick and pack team in processing and fulfilling online orders efficiently by identifying correct spare parts.
- Co-ordinate the delivery of orders to national dealers, ensuring timely and accurate dispatch
- Build and maintain strong working relationships with clients and customers to facilitate accurate spare part orders and warranty claims
- Collaborate closely with the team to support strategic efficiency processes within the warehouse and office spaces
- Demonstrate strong organisational skills
- Capable of autonomous work
- Possess a valid Driver's License
- Prioritise customer service excellence

Role Requirements:

- Proven work experience in the automotive, landscape/mower industry or the golf cart industry (mechanically minded)
- Strong knowledge of spare parts or the ability to gain knowledge or spare parts quickly, ideally related to cars, small engines/equipment or golf carts
- Proficiency in Microsoft Office Suite or Google Suite (Word/Docs, etc.) to create manuals and guides to hand to the marketing team
- Proficiency in Gmail
- Experienced Mechanic with hands-on expertise (highly valuable)
- Experience in Zoho systems (inventory, ordering and invoicing) is highly advantageous but not mandatory as extensive training will be provided until you become autonomous on the system
- Willingness to tackle challenging tasks and fault-find solutions to achieve a result
- Ability to work independently and as part of a team
- Availability Monday to Thursday (8.00am to 4.30pm) and Friday (8.00am to 2.30pm) - 38-hour week

What We Will Offer:

- \$60,000 - \$70,000 per year (based on experience) + superannuation
- Uniform shirts provided
- Opportunities for internal growth for the right candidate
- Wage review after three-month trial period
- Immediate start

Ideal Candidate Profile:

This role is ideal for someone who has previously worked in an automotive dealership or similar environment and possesses a deep understanding of vehicles, machinery or more specifically golf carts. The ideal candidate will be looking for an opportunity to leverage their practical knowledge in a strategic capacity. This position offers the chance to contribute significantly to the growth and success of the business by supporting operations and client relationships from an administrative and technical standpoint.

About Carts'n'Parts Australia:

Established in 2008, Carts'n'Parts Australia is a family-run business dedicated to providing honest and expert service for all things Golf Carts nationwide! From sales and servicing, trade-ins and repairs, we are passionate about our work. Learn more about us at cartsnparts.com.au.

How to Apply:

If you are ready to bring your automotive or golf cart industry expertise to a new challenge that emphasises coordination, communication, and strategic support, we encourage you to apply and become an integral part of our team.

Email Clare at: info@cartsnparts.com.au or call 1300 93 88 11