

Job Description

Position – Spares Co-ordinator

Reporting to Spares Manager **Responsible for** N/A

Purpose / Role - The Spares Co-ordinator works within the Spares team to sell parts and assemblies to SMD customers. The Spares team manage the provision of all parts and assemblies used as both spares for SMD manufactured equipment and components for customers wanting to build their own machines. The team ensure all parts required are despatched on time to accommodate the customers' needs. The Spares team are part of the Services dept. The department's stated purpose is to "enable continued operation and reliability of (SMD) equipment, ensuring SMD is the No.1 choice." With this in my mind we seek to make our clients' ownership of an SMD machine an experience which is trouble free and as productive as possible.

Key Aims and Objectives –

This role involves day to day interaction with SMD customers & suppliers

- Proactively manage customers' requests for quotations and purchase orders.
- Work with suppliers or SMD Purchasing Department, both internal and external, to satisfy customer requirements.
- Understand customers' behaviour to enhance our ability to achieve repeat orders.

Prime Role and Duties

- Process customer requests for quotations for spare parts & assemblies.
- Process customer purchase orders for spare parts & assemblies.
- Place & expedite orders with suppliers both internally & externally for parts & assemblies to satisfy customer purchase orders.
- Work with our network of suppliers to ensure all customer-related requirements are met.
- Seek to set prices for spare parts and assemblies that are competitive for the customer and obtain full value for SMD.
- Liaise with Production, Stores and Purchasing in determining appropriate production and stock levels (in-house and at suppliers) for parts & sub-assemblies

- Work with Operations & Support team to satisfy urgent customer requirements for parts & sub-assemblies.
- Assist other departments within SMD in the successful delivery of spares packages sold with machine design/build contracts.
- Help identify developments in customer requirements, and opportunities to improve, in order to develop the Spares function within SMD (e.g. lead times, simplified process, eCommerce.)
- Assist Regional Offices in the development of their local markets for spares.
- Facilitate the development of SMD as a significant supplier in the components' market.

Allied Occasional Duties

Work with the Engineering to resolve documentation issues associated with the delivery of spares parts and assemblies.

Work with the Sales teams to develop new products, services or packages to facilitate the expansion of the whole SMD group of businesses.

Work with all stakeholders to enhance the business processes and systems used to satisfy SMD customers.

Key Internal Interfaces

Services team / Regional Offices / Business Units / Sales / Engineering / Production / Projects.


Core Competences

Product Knowledge A awareness of SMD equipment and the uses to which it is put by SMD's customers.

Commercial Awareness The ability to understand and apply commercial and financial principles, viewing issues in terms of costs, profit, budget control, markets and added value.

External & Internal Customer Focus The desire to put the customer first and deliver customer satisfaction.

Interpersonal Awareness The ability to understand and take account of others' thoughts, feelings and emotions, to positively impact people and outcomes.



Analysis and Judgement The ability to investigate and interpret data, issues and situations, and assess the options to make sound decisions.

Leading by Example The ability to work to core values, based on honesty, trust and high work ethics.