

Parts & Stores Controller

EPP are a leading and long-established SME engaged in the commissioning, design and installation of bakery and food process plant solutions as well as providing ongoing support and after sales service.

Skills and experience required:

- To be a confident person, with excellent communication skills, both written and verbal and develop collaborative relationships with fellow team members, customers and manufacturers.
- Represent the organisation to provide exceptional solutions to our customers and exhibit the highest standard of values and behaviours
- Be forward thinking and a good team player
- Be target driven whilst maintaining customer relations
- Be a competent tidy administrator and have a very high level of accuracy and attention to detail.
- A good level of IT literacy – MS Office suite (SalesForce experience would be a distinct advantage)
- The ability to absorb and understand the commercial disciplines and be a quick learner.
- Knowledge of spare parts and drawings, use of manuals etc. as well as a solid understanding of stock control and storage systems.
- Forklift truck licence desirable, but training will be provided. Full UK Driving Licence required.
- Strong organisational and planning abilities to manage multiple tasks efficiently and be an effective time manager.

Key Responsibilities

- Responsibilities are a 60/40 split between office admin and stores
- Take, compile and send customer quotations and chase with follow up calls.
- Assist Accounts with credit control queries.
- Operative tasks include ensuring proper handling, storage, and packing of goods, and ensure dispatch documentation is accurate with up-to-date records.
- Process stock replenishment requests for van/site/central stores, including consumables and PPE.
- Oversee the timely unloading of deliveries, ensuring compliance with safe working practices.
- Be responsible for all health and safety within the stores area and complete regular risk assessments.
- Follow the goods inwards procedure for received goods, addressing any discrepancies promptly to resolve issues and maintain accurate stock records.
- Manage parts returns and credit requests effectively.
- Supervise the storage and distribution of warranty parts to enable claims for supplier and customer credits.
- Assist the service/engineering team with any queries.

- Collaborate with parts suppliers to resolve delivery issues, process claims, and returns where applicable.
- Ensure appropriate couriers are selected for deliveries.
- Manage stock levels of packing materials to ensure availability aligns with anticipated demand.

This role is based in our office/stores in Epsom. Reporting directly to the After Sales Manager you will be a pivotal member of the company whilst being supported every step of the way.

There may be some out of hours cover (minimal) and they will need to be physically fit as some lifting/packing is required.

This is an unrivalled opportunity to join a friendly company with a great reputation for delivering exceptional process plant solutions across a wide range of the food manufacturing sector.

In return we will offer a very competitive base salary and a generous profit related bonus paid monthly, pension, life insurance and private medical insurance after a qualifying period. Free parking onsite.