

Aftersales Administrator, WG Davies Cardiff

WG Davies Ltd (MAN Truck and Bus UK) - WG Davies, Newlands Road, Cardiff CF3

Job Description:

The Aftersales Administrator plays a key role in supporting the day-to-day operations of the parts and service department. This position ensures that all administrative tasks related to parts ordering, inventory management, and customer communication are handled efficiently and accurately. The role requires close coordination with service advisors, technicians, suppliers and customers to maintain a smooth workflow and uphold service standards.

Pay: Competitive rates depending on experience

Background: You will be working for a highly successful, well-established family run business which will demonstrate an appreciation for your skills and provide realistic opportunities for career development.

This is a full-time position 40-hours per week Monday to Friday (rota to be discussed) with additional Saturdays 8am – 12pm.

Here at WG Davies, we are a family. Our leadership team is approachable, flexible and most importantly supportive - the door is always open!

Core Responsibilities

Parts Operations

- Handles the processing of incoming parts orders from technicians and service staff
- Maintains accurate records of stock levels, reorders, and supplier lead times
- Tracks deliveries and manages backorders to minimise disruption to service schedules
- Prepares purchase orders and ensures timely invoicing and documentation
- Supports stock audits and assists with inventory reconciliation

Customer & Supplier Liaison

- Communicates with customers regarding parts availability, pricing, and delivery timelines
- Follows up on delayed or incorrect shipments and resolves issues promptly
- Coordinates with suppliers to confirm part specifications, availability, and delivery schedules
- Manages warranty returns and claims in collaboration with the service team

Administrative Support

- Updates internal systems with order status, stock movements, and supplier details
- Assists in preparing documentation for compliance and internal audits
- Supports the wider aftersales team with general administrative duties as required
- To ensure that all confidential and personal information is held securely and in accordance with the relevant data protection legislation
- To ensure that you comply with health and safety legislation as it applies to yourself, and to your colleagues and customers

Benefits:

- Company pension
- Employee discount
- Free parking
- On-site parking
- Referral programme

Skills and Experience:

- Previous experience in an automotive or commercial vehicle aftersales environment preferred; MAN, experience is an advantage
- Strong administrative and organisational skills with excellent attention to detail
- Confident communicator with a professional telephone manner
- Comfortable working with dealership management systems
- Ability to multitask and work effectively in a fast-paced, customer-focused environment

Qualifications:

- GCSEs or equivalent in English and maths
- Automotive or HGV industry training advantageous but not essential

Licence/Certification:

- Driving licence advantageous

Work Location: In person