



JOB VACANCY

Job Title: Spare Parts Telesales Advisor

Location: Doyles Wholesale, Castlecomer

Job Purpose

To maximize sales of parts and accessories through proactive telesales, providing excellent customer service, and supporting the company's objectives.

Telesales Role

- Proactively take care of customers, ensuring excellent customer care is provided
- Ensure all orders are raised correctly and efficiently
- Clearly communicate with customers/area reps regarding any changes to orders
- Maximise upselling opportunities
- Ensure product cross selling to maintain revenue
- Follow up on all customer queries
- Communicate status of orders with customers
- Generate reports and ensure back orders are fulfilled
- Track and trace of deliveries

Skills Required

- IT literacy is essential
- Attention to detail and ability to focus on the task
- Demonstrate motivation, teamwork, and strong interpersonal skills
- Good oral and written communication skills
- Excellent time management skills
- Ability to record relevant details
- Ability to read and understand spare parts diagrams (training will be provided)

Please send your CV and cover letter to James Walsh, Spare Parts Manager, jwalsh@doylesw.ie by Friday 31st October 2025.