Emerald Truck & Van – Parts Advisor

Emerald Truck & Van is a commercial vehicle dealership based in Dublin. We are the principal Iveco franchised dealer in Ireland and we have our head office in Ballymount, South Dublin. We are supported by a network of regional partners across the country. Iveco is an international leader in the development, manufacture, marketing and servicing of a vast range of light, medium and heavy commercial vehicles selling more than 150,000 vehicles each year. We have an immediate vacancy for an experienced **Parts Advisor.** You will be part of our front counter and telephone sales team developing and building sales through excellent customer service.

You are likely to have a proven parts sales background from within the commercial or automotive industry. You may already be in a different sector of the commercial or automotive linked industry and want a change of career. You will be able to demonstrate exceptional communication skills and have the capacity to work independently or as part of a team.

Key Responsibilities

1. Ensure all front counter customers and telephone enquiries are dealt with efficiently

2. Through in-bound and out-bound telephone enquiries, walk in customers and internet enquiries you will be developing customer relationships by creating an effective first impression and providing good product knowledge.

3. Provide excellent customer service at all times

4. Identify capture and grow new parts sales opportunities.

5. Maintain parts margin whilst gaining volume parts sales.

6. Ensure processes and procedures are followed at all times.

7. Picking parts for customer orders and checking availability to fulfil orders

Key Attributes & Skills

8. You must have worked in a commercial/automotive parts department within the last five years in an identical or similar role.

9. Enthusiasm and be a fast learner with excellent people skills

10. Able to work well independently and as part of a team

11. Displays a high level of enthusiasm and self-motivation.

12. A proven track record of customer satisfaction.

13. Great communication / prioritisation skills.

14. Excellent administrative skills

15. A full, valid driving license.

Desirable criteria:

16. Previous experience working in a similar sales role.

17. Previous experience working for a Commercial /Automotive Vehicle Parts Business.

18. Experience of working in an all makes parts environment.

Please note:

19. The above list is not exhaustive and may be subject to change, depending on day-to-day requirements. It should be noted that the duties, designation and location of the post may be subject to change to meet the changing needs of the organisation.

20. Salary – OTE €42,000 per annum (inclusive of parts department bonus).

21. Emerald Truck & Van reserve the right to review the experience and qualifications required depending on the volume of applicants.

22. If you are a self-motivated individual, who meets all the desired criteria, can make a valuable contribution and who can develop the department then email your CV to jobs@emtv.ie.

23. The closing date for receipt of applications is Friday 4 December 2026.