TITLE: Parts Manager

REPORTS TO: General Manager

POSITION INFORMATION:

The Parts Manager is responsible for running a profitable and efficient parts department. S/he will accomplish objectives through the use of proper purchasing procedures, inventory control, staff utilization, security, pricing, merchandising, displaying, and advertising. The Parts Manager must be an investment advisor and profit producer.

DUTIES AND RESPONSIBILITIES:

*(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)*

Management-related:

E( ) M( ) Forecast goals and objectives for the department and strive to meet them.

E( ) M( ) Strive for harmony and teamwork with all other departments.

E( ) M( ) Work with the Service Manager and Body Shop Manager to ensure a timely turnaround of parts needed for internal jobs.

E( ) M( ) Prepare and administer an annual operating budget for the parts department.

E( ) M( ) Attend managers' meetings.

E( ) M( ) Understand, keep abreast of, and comply with federal, state, and local regulations that may affect parts sales.

Personnel-related:

E( ) M( ) Hire, train, motivate, counsel, and monitor the performance of all parts department staff.

E( ) M( ) Direct and schedule the activities of all parts department employees.

E( ) M( ) Provide technical assistance to parts department employees.

E( ) M( ) Conduct meetings with parts department employees to discuss activities and problems of mutual interest and to develop strategies for a more efficient operation.

E( ) M( ) Monitor parts department employees' payroll records.

Customer- and Department-related and Other:

E( ) M( ) Develop, enforce and monitor guidelines for working with customers to ensure maximum customer satisfaction.

E( ) M( ) Handle customer complaints immediately and according to the dealership's guidelines.

E( ) M( ) Establish and enforce a pricing policy that balances volume, customer loyalty, and the cost of doing business.

E( ) M( ) Monitor and adjust inventory to minimize obsolescence. *(Dealer: You may want to indicate here that obsolescence must be \_\_\_\_\_ percent or less of total inventory.)*

E( ) M( ) Establish individual parts inventory levels and balance them for maximum turnover. *(Dealer: You may want to indicate here your desired number of parts inventory turns per year.)*

E( ) M( ) Set and enforce a policy on the special ordering of parts. *(Dealer: You may want to indicate here that stock orders should represent at least \_\_\_\_\_ percent of all orders.)*

E( ) M( ) Direct outside parts and counter sales efforts, including a telemarketing program to keep in contact with customers.

E( ) M( ) Supervise stock order procedures.

E( ) M( ) Develop and administer an aggressive wholesale parts program to produce profit.

E( ) M( ) Analyze departmental operations and storage layout and revise as needed for maximum effectiveness.

E( ) M( ) Coordinate a prompt, efficient and timely flow of paperwork, paying particular attention to parts sales per repair order, wreck estimates, issuance of credit memos, counter ticket filing, and purchase order matching and verification.

E( ) M( ) Direct shipping and receiving efforts to ensure timely processing.

E( ) M( ) Monitor daily reports such as DOE, DOC and sales productivity.

E( ) M( ) Develop and produce Lost Sale Tracking Report.

E( ) M( ) Enforce safety requirements, including but not limited to fork lift training and operation, processing of MSDS sheets on all products carried, and OSHA right-to-know.

E( ) M( ) Develop sales promotions.

E( ) M( ) Take advantage of all manufacturers' inventory co-op advertising.

E( ) M( ) Analyze sales, gross expense, and inventory on a monthly basis to maintain profit goals.

E( ) M( ) Ensure that all purchases are properly accounted for before payment is made.

E( ) M( ) Monitor the percentage markup on parts obtained locally.

E( ) M( ) Ensure that all parts are properly tagged to ensure that the dealership is recovering full credit from the factory.

E( ) M( ) Assist in the collection of past-due accounts.

E( ) M( ) Supervise custodians to ensure that work area is kept clean.

QUALIFICATIONS:

High school diploma or the equivalent. Ability to read and comprehend instructions and information. One year of supervisory experience. One year of experience in an automotive parts department. Excellent communication and managerial skills. Some sales experience. Will be trained on the dealership's computer system. Ability to operate the department profitably within dealership guidelines. Professional personal appearance.

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WORKING CONDITIONS:

Will spend six to eight hours per shift moving throughout the parts department. Will climb ladders to get parts from shelves. Will stoop, kneel, crouch, crawl, reach, handle, and feel. Will work closely with the service department and body shop and therefore will be exposed to noise, dust, exhaust fumes, paint, and other hazardous and nonhazardous materials.

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NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer