Position Description: Parts Manager

Functions:
- Inventory Control
- Leadership
- Customer Relations
- Operations
- Profit Management
- Sales/Marketing
- Interdepartmental Relations

Competencies:
- Analysis
- Problem Solving
- Customer Enthusiasm
- Decisiveness
- Delegating
- Empowering
- Initiative
- Judgment
- Motivating & Coaching
- Organizing & Planning
- Strategic Leadership
- Team Building
- Versatility
- Communication

Reports To:
Retailer/General Manager/Fixed Operations Manager

Required Skills:
- Ability to establish and maintain good relationships with customers and to exceed their expectations
- Ability to maintain proper parts inventory levels, to do proper posting, and to measure true turns
- Ability to utilize computers and computer capabilities for inventory, recordkeeping, parts information, etc.
- Knowledge of automotive systems in general
- Ability to develop and follow action plans to ensure customer enthusiasm and Parts Department profitability
- Ability to lead and train team members in parts Department operations
- Ability to establish and control inventory system
- Knowledge of and ability to interpret inventory reports
- Knowledge of parts pricing procedures
- Knowledge of new models, based on technical service bulletins and surveys
- Leadership skills, including empowerment, coaching, organizing and planning, and interpersonal sensitivity

Work Orientation
Factors:
- Much customer contact
- Much paperwork
- Much computer work
- Much contact with people in all retail facility departments
Position Description: Parts Manager

Position Summary

The Parts Manager:

- Monitors the parts inventory and anticipates parts needs in light of future promotions, new model years, trends, and suggested stock orders.
- Is responsible for the security of inventory and for analyzing the quality of parts.
- Works with retail and wholesale customers in considering credit applications, handling complaints, and negotiating prices to ensure customer enthusiasm.
- Is responsible for profit management in the Parts Department and must examine department financial statements, including expenses and revenue, to ensure the department’s profitability.
- In cooperation with the dealership’s leadership, must review the previous month’s sales/profit performance to determine where improvements can be made.
- Must time inventory purchases to coincide with sales and special initiatives in order to take advantage of savings.
- Is responsible for training and leading the Parts Department team and for reviewing team performance on a regular basis, according to dealership policy.
- Processes paperwork for new employees and terminations.

What the Worker Is Like

The Parts Manager:

- Is a detail-oriented individual comfortable with inventory work and the computer analysis of inventories.
- Must be people-oriented and willing and able to ask customers questions to ensure their enthusiasm.
- Rises from the position of Assistant Parts Manager or Parts Counterperson in the dealership, or externally comes from similar positions at aftermarket parts distributions or smaller repair shops.
- Must have a thorough insight into automotive systems in general and must have a working knowledge of which parts are most needed for specific models.
- Must maintain a broad knowledge of the manufacturer’s new and recent products.
- Must have business savvy, as the Parts Department is an important source of profit for the dealership.
- Must be capable of working independently, effectively managing his or her time and work flow.
Position Description: Parts Manager

What the Work Is Like

The work of the Parts Manager:

- Centers mainly on inventory control and customer relations.
- Entails a considerable amount of walking, working with Parts Counterpersons and Technicians, and greeting customers.
- Involves analyzing current inventory, spot-checking to ensure that actual inventory coincides with computerized inventory, checking on back orders, etc.
- Requires working closely with other leaders in the dealership, planning for the appropriate availability of parts and supplies, and participating in forecasting and revising plans.
- Involves ensuring that at least one other person in the department is knowledgeable about inventory requirements and ordering systems.

I acknowledge receipt of my job description. I have read and understand my job functions and I agree to adhere to them.

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Employee Signature              Date