

AUTOMOTIVE PARTS MANAGER - JOB DESCRIPTION

FUNCTIONS:

- Inventory Control
- Customer Relations
- Sales & Marketing Ability
- Interdepartmental Relations
- Estimating Repairs
- Profit Management
- Mentor & Motivate Staff

SKILLSETS:

- Adaptability
- Strategic Analysis
- Continuous Improvement
- Customer Enthusiasm
- Sound Judgement
- Organizing and Planning
- Collaborate with Team Members

PERSONALITY ATTRIBUTES:

- Patience
- Attentiveness
- Able to Delegate
- Motivational Personality
- Clear Communication Skills
- Ability to Use "Positive Language"
- Ability to "Read" Customers
- A Calming Presence
- "WOW" Customer Service

REPORTS TO:

- Dealer
- Fixed Operations Manager
- General Manager
- Our Customers

BUSINESS SKILLS REQUIRED:

- Ability to establish and maintain good relationships with customers and to exceed their expectations
- Maintain proper parts inventory levels, to do proper posting, and to measure true turns
- Able to utilize computers and computer capabilities for inventory, recordkeeping, parts information, etc.
- Knowledge of automotive systems in general
- Able to develop and follow action plans for department profitability and maintain customer enthusiasm
- 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 & planning and interpersonal sensitivity
- Able to interpret and forecast financial reports
- Ability to readily work with numbers, mathematics, high-dollar amounts
- Highly organized, detail oriented, and able to thrive in a fast paced, changing environment

CUSTOMER SERVICE ORIENTATION:

- Believes that the customer is the most important thing.
- Devotes maximum attention and effort to providing the highest levels of customer service.
- Feels a personal sense of achievement when customers are delighted.
- Understands and anticipates customer needs and works diligently to meet them.
- Willing to go above and beyond the call of duty to help customers and resolve their problems.
- Thrives on ensuring that the customer experience is the best it can be.
- Sees customer complaints as opportunities to create customer satisfaction.
- Driven to make sure every customer feels valued.

POSITION SUMMARY:

- 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 management team, must review the previous month's sales/profit performance to determine where improvements can be made.
- Must time inventory purchases to coincide with sales & special incentives in order to take advantage of savings.
- Is responsible for training and leading the Parts Department team and reviewing team performance on a regular basis, according to dealership policy.

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.
- Must have a thorough insight into automotive systems in general and must have a working knowledge of parts needed most 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.

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, 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 managers 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.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date: