

JOB DESCRIPTION

JOB TITLE: PARTS MANAGER

COMPANY/DEPT.: PARTS

REPORTS TO: OPERATIONS MANAGER/GENERAL MANAGER

DATE: January 1, 2015

Each employee is responsible for:

- a. Assisting our customers with the profitable operation of their business.
- b. Constantly looking for ways to exceed the expectations of our customers.
- c. Constantly looking for ways to improve our efficiency and profitability.

Job Summary:

Responsible for managing and directing parts operations at designated store to assure profitable operation and consistent, high quality customer service that meets and exceeds customer expectations.

Job Duties:

- A. Responsible for administering parts inventory control procedures.
 - Insure physical inventory is adequately safeguarded.
 - Coordinate annual parts audit. Achieve minimum 98% accuracy with perpetual inventory.
 - Conduct monthly checks of various parts bins. Achieve 95% accuracy.
 - Insure procedures for inventory control and invoicing are followed.
 - Insure procedures for receiving inventory are followed and that inventory is put on shelf as soon as possible.
 - Assure that invoices, picking tickets, and packing slips are properly processed and handled in accordance with procedures.
 - Ensures that all dealership purchases are properly accounted for before payment is made.
- B. Responsible for parts inventory management.
 - Work with Inventory Control Administrator to identify fastest moving parts to minimize stock out while maximizing turns.
 - Achieve turnover objectives - minimum of five (5) turns.

- Maintain no more than an average of 10% of parts inventory with no movement for 12 or more months.
- Utilize all factory return programs. Take maximum advantage of programs.
- Achieve parts performance index objective.
- Keep control of dirty core inventory. Return cores monthly. Assure proper reimbursement. Maintain no more than 5% of inventory in dirty cores.
- Insure lost sales are properly recorded.
- Assure that customer parts returns are properly processed and that procedures are followed.
- Assure damaged parts are handled promptly and correctly.
- Administers policy on the special ordering of parts. Ensures that stock orders represent at least 75 percent of all orders. Controls emergency purchasing.

C. Responsible for developing and implementing parts marketing plans.

- Coordinate with Inventory Control Administrator and peer parts managers to price parts in accordance with market conditions and customer demand.
- Assist with development and implementation of special promotional packages. Take advantage of sales blitzes and programs as appropriate.
- Package related parts to obtain add-on sales.
- Maintain attractive and varied counter and parts lobby displays to encourage point of purchase buying and to stimulate interest in specific products. Keep parts lobby clean and orderly.
- Establish effective counter and telephone selling procedures. Monitor performance. Provide sales training.
- Group customer accounts in terms of volume. Develop contact plans for top 20% of customers.
- Directs outside parts and counter sales efforts, including a telemarketing program to keep in contact with customers.
- Develops and administers an aggressive wholesale parts program to produce profit.
- Develops and oversees a parts delivery program to maximize profitability and customer service.
- Takes advantage of all manufacturers' parts co-op advertising.

D. Responsible for providing excellent customer service.

- Monitor customer servicing and order processing to insure that all customers are served promptly and courteously.
- Handle any customer complaints immediately and insure that customer is satisfied and is treated fairly. Advise Operations Manager of potential problems.
- Develop and implement emergency and special order parts procedures to insure parts are received as soon as possible.

- Works with the service manager to ensure a timely turnaround of parts needed for internal jobs.
 - Ensures that the same high quality level of service provided to outside customers is also provided to internal dealership customers.
 - Develops, enforces, and monitors guidelines for working with customers to ensure maximum customer satisfaction.
- E. Responsible for Parts Department organization.
- Maintain proper layout for parts by category so that parts are easily located.
 - Maintain reference material up-to-date and accessible.
 - Insure Parts Department is kept clean and orderly.
- F. Responsible for profitability of Parts Department
- Achieve objectives for gross profit and for direct operating profit.
 - Control and monitor expenses.
 - Assure freight charges are properly billed.
 - Prepares and administers an annual operating and a capital budget for the parts department.
 - Forecasts goals and objectives for the department. Develops and implements action plans to achieve goals and objectives.
 - Reviews and analyzes daily and monthly reports of sales, expenses, and inventory to maintain profit and operations goals. Takes corrective action as needed.
- G. Responsible for personnel management and training.
- Administer personnel policies.
 - Conduct periodic meetings with the individual employees to review performance and to discuss items of mutual interest.
 - Insure all employees are adequately trained. Participate in OEM sponsored training programs. Cover all employees on change.
 - Hires, trains, motivates, counsels, and monitors the performance of all parts department staff.
 - Keeps employees informed of important matters and changes. Holds regular department meetings.
 - Provides technical assistance to parts department employees.
 - Maintains employees' performance and attendance records.
 - Enforces safety requirements, including but not limited to forklift training and operation, processing of MSDS sheets on all products carried, and OSHA regulations
- H. Responsible for completion of administrative tasks.
- Insure all reports are completed correctly and on time.
 - Attends and participates in appropriate company meetings.
 - Understands, keeps abreast of, and complies with federal, state, and local

regulations that may affect parts sales.

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I. Responsible for maintenance and control of assigned tools and equipment.

- Keep vehicles in safe operating condition.
- Assure drivers follow safety procedures.
- Keep vehicles clean and sharp with current decals.
- Keep all special tools safeguarded and in good operating condition.

Accountabilities:

Lists the end results that the job should achieve

1. Produces sufficient gross profit from parts sales to contribute to 100%+ parts & service absorption.
2. Manage inventory levels to achieve minimum 85% customer service percentage with objective of 90%.
3. Achieve inventory performance ratio (turns x gross profit) of 120+%.
4. Freight expense less than 1% of gross profit.
5. Sales revenue per parts employee greater than \$30,000/employee.
6. Maintain factory receivables at least 85% less than 60 days old.
7. Maintain dirty cores at less than 5% of total inventory.
8. Maintains effective and economical parts delivery system.
9. Meets objectives for sales revenue, gross profit, and department operating profit.
10. Maintains high level of customer satisfaction. Any complaints resolved expeditiously.
11. Maintains excellent working relationship and regular contact with top 30 customers.
12. Achieves at least benchmark parts department rating for Symbols of Excellence.
13. Participates in OEM sponsored parts promotions.
14. Maintains point of purchase displays neat and orderly with appropriate pricing and promotional literature.
15. Effective sales and marketing program with regular promotions.
16. Annual inventory well organized and variance less than 2%.
17. Regularly attends scheduled meetings on time and prepared.
18. Participates in OEM and vendor sponsored training. Keeps employees up to date on training and certifications.

Job Specifications:

[Lists the personal requirements that are necessary to perform the job (Education, Skills, Aptitude, Physical)]

- Ability to maintain control and focus under stress.

- Good interpersonal skills. Easy to get along with.
- Sense of urgency in getting things accomplished.
- Ability to motivate others to work toward a common goal.
- Ability to develop and to encourage others to reach their full potential.
- Ability to handle multiple tasks and still remain focused on top priority issues.
- Team player. Work together with peers and other operating departments to achieve common goals.
- Empathy for needs of customer. Strong desire to excel in satisfying customers.
- Very good problem solving skills.
- Very good organizational skills. Ability to set correct priorities and to meet commitments.
- Results oriented. Works to achieve objectives.
- Good technical aptitude.
- Basic computer skills.
- At least high school graduate. Prefer post high school degree or professional industry related training.

I understand these responsibilities and accept responsibility for the effective completion of same.

Employee Name

Date

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