

## POSITION SPECIFICS

**REPORTS TO** General Manager or Aftermarket Manager

**SUPERVISES** May supervise Parts Counter Salesperson, Parts and Service Outside Sales Representative, and other Parts Staff

## DESCRIPTION

Manage parts operations within the dealership to provide the highest level of external and internal customer satisfaction while maximizing return on investment through parts sales, inventory control, and expense control. Optimize parts department processes. Attract, retain, and effectively engage department personnel.

## RESPONSIBILITIES

- + Develop, communicate, enforce and monitor effective Parts Department processes to ensure internal and external customer satisfaction
- + Promote and merchandises parts and accessories in conjunction with other store locations
- + Create annual Parts Department goals and budget, in alignment with the organization's financial and operational objectives
- + Develop and execute Parts Department marketing plan and monitors monthly to ensure achievement of departmental goals
- + Maintain an accurate and effective parts inventory control system that includes a perpetual and/or annual physical inventory and proper counter procedures
- + Submit all parts warranty and return claims within the required time frame to receive maximum credit
- + Maximize use of all order discount programs to achieve management stock order goals
- + Ensure all department tools, equipment and vehicles are in good working order
- + Manage recruiting, staffing and employee development activities for employees reporting to this position

## QUALIFICATIONS

- + 1+ years experience in Parts Department operations
- + Experience leading others
- + Ability to use standard desktop load applications such as Microsoft Office and internet functions
- + Ability to write and speak effectively to individuals and groups
- + Basic understanding of financial principles relative to Parts Department operations
- + Ability to analyze and interpret internal reports
- + Ability to work extended hours and weekends
- + Excellent customer service skills
- + High School Diploma or equivalent experience

## COMPETITIVE WAGES & BENEFITS

Health | Dental | Vision | Life Insurance | Disability | 401k | PTO | Paid holidays | +More