

JOB DESCRIPTION

PARTS MANAGER

Basic Function: Responsible for the efficient & profitable operation of the parts department. Advises and makes recommendations to the Branch Manager and Product Support Manager with respect to the best interest of the parts department whenever and wherever activities of the company & customers are involved.

Responsibilities:

1. Develops reasonable annual objectives for the parts department to include customer service, proper & acceptable inventory levels, acceptable turnover rates, and sales goals and profits. Prepares an annual budget and sales forecast for the department.
2. Sees that authorized plans and programs are carried out by the parts department as to inventory levels, EOQ's profit, inventory turnover, gross margin, warranty, customer satisfaction, service and convenience.
3. Ensures availability of adequate manpower at all times in order to maintain proper records, storage facilities, packaging, deliveries and parts sales. Maintains a display area.
4. Recruits and hires department personnel. Organizes and conducts training programs for parts personnel (and other company personnel) either as a department function or in conjunction with manufacturer's representatives. Maintains housekeeping discipline.
5. Evaluates the performance of the parts personnel vs. job description and makes recommendations with regards to salary levels and compensation plans.
6. Maintains proper records, submits required reports, checks customer credit status and conducts other administrative details as required by management.
7. Makes recommendations with regards to the stocking and sales of re-manufactured, used or exchange parts. Keeps the sales department and customers informed regarding such programs; analyzes monthly emergency purchases.
8. Prepares and recommends plans for expansion. Makes necessary purchases of outside supplies and maintenance equipment.
9. Sees that parts literature, instruction sheets, price sheets, reference materials, promotional materials, etc. is properly maintained and kept up to date and available on all items supplied to the trade.
10. Takes an active part in company sales and service meetings; acts as a catalyst in the promotion and sale of parts through every possible means. Maintains contact with customers and constantly evaluates the degree of parts service offered.
11. Studies operating costs, i.e. delivery charges and rates, paperwork procedures, telephone and telegraph bills, mechanical handling methods, taxes and other hidden expenses in order to improve the profits of the department.

12. Cooperates with the sales, rental, & service department in evaluating the parts used on the equipment. Makes necessary recommendations to reduce cost, equipment downtime, and turnaround time.
13. Overall responsibility for parts department safety, fire prevention and housekeeping. Includes keeping parts areas in compliance with all applicable OSHA and EPA (Environmental Protection Agency) requirements. Responsible for the proper handling of potentially dangerous products.
14. Continually studies parts management practices and automation, attends conferences and seminars conducted by manufactures and associations, and makes every effort to keep posted on the latest and most efficient methods of running a profitable parts department, especially computerization.

Specifications:

1. Must be fluent in the operation of a personal computer, Business system, & suite of Microsoft Office products.
2. Bachelor's Degree in business management or related field preferred. Minimum of 5 years' parts department experience. Possesses a clear understanding of the Parts Department and all related activities. Possesses excellent problem solving, administration, and management skills.

Distributor Relationships:

1. Accountable to the Branch Manager & Product Support Manager for proper interpretation and fulfillment of functions, specific and general responsibilities and related authorities and relationships.
2. Coordinates activities and cooperates on matters of mutual concern with other functional managers.

Method of Measurement:

1. Performance of the responsibilities as set forth in this job description, plus other goals and targets as established by top management.
2. The satisfaction of customers with regards to service performance.
3. The cooperation demonstrated by service department personnel.

Reports to: Branch Manager

By signing below, I understand and am willing to do the above specified tasks to the best of my ability. I have also received a copy for my own personal use.

Sign: _____ Date: _____