**Job Description**

**Job Title:** Parts Manager

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**SUMMARY**

Strives to return a satisfactory profit on dealer capital invested in parts inventory. Accomplishes objectives through the use of proper purchasing procedures, inventory control, staff utilization, security, pricing, merchandising, displaying, and advertising.

**ESSENTIAL DUTIES**

Essential Duties include the following. Other duties may be assigned.

Forecasts goals and objectives for the department and strives to meet them.

Hires, trains, motivates, counsels, and monitors the performance of all parts department staff.

Prepares and administers an annual operating budget for the parts department.

Maintains a balanced inventory consistent with the requirements of the service department, body shop, wholesale accounts, and the do-it-yourself public.

Establishes pricing parameters in each customer category that generate sufficient gross profit to produce a satisfactory profit while maintaining customer loyalty.

Establishes individual parts inventory levels and balances them for maximum turnover.

Ensures that parts inventory turns \_\_\_\_\_ times per year.

Monitors and adjusts inventory to minimize obsolescence.

Ensures that all parts are properly tagged so that the dealership recovers full credit from the factory.

Supervises stock order procedures.

Sets and enforces a policy on the special ordering of parts. Ensures that stock orders represent at least \_\_\_\_\_ percent of all orders.

Analyzes sales, expenses, and inventory monthly to maintain profit goals.

Develops and administers an aggressive wholesale parts program to produce profit.

Ensures that the same high quality level of service provided to outside customers is also provided to internal dealership customers.

Works with the service manager and body shop manager to ensure a timely turnaround of parts needed for internal jobs.

Attends managers meetings.

Holds weekly department meetings.

Analyzes departmental operations and storage layout and revises as needed for maximum effectiveness.

Provides technical assistance to parts department employees.

Monitors parts department employees' payroll records.

Coordinates a prompt, efficient, and timely flow of paperwork.

Directs shipping and receiving efforts to ensure timely processing.

Monitors daily reports such as DOE, DOC, and sales productivity.

Develops and utilizes a lost sales tracking report.

Directs outside parts and counter sales efforts, including a telemarketing program to keep in contact with customers.

Develops sales promotions.

Takes advantage of all manufacturers' inventory co-op advertising.

Develops, enforces, and monitors guidelines for working with customers to ensure maximum customer satisfaction.

Handles customer complaints immediately and according to the dealership's guidelines.

Ensures that all dealership purchases are properly accounted for before payment is made.

Assists in the collection of past-due accounts.

Supervises custodians to ensure that work area is kept clean.

Enforces safety requirements, including but not limited to forklift training and operation, processing of MSDS sheets on all products carried, and OSHA Right-to-Know.

Understands, keeps abreast of, and complies with federal, state, and local regulations that may affect parts sales.

Maintains professional appearance.

**MARGINAL DUTIES**

Marginal Duties include the following. Other duties may be assigned.

**SUPERVISORY RESPONSIBILITIES**

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

• High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

• One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

• Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

• Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

• Two to four years related experience and/or training; or equivalent combination of education and experience.

• Four to ten years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

• Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

• Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

• Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**MATHEMATICAL SKILLS**

• Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

• Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

• Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

• Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Automotive Service Excellence (ASE) Certifications

Automatic Transmission/Transaxle Certification for Auto/Light Truck

Brakes Certification for Auto/Light Truck

Electrical/Electronic Systems Certification for Auto/Light Truck

Engine Performance Certification for Auto/Light Truck

Engine Repair Certification for Auto/Light Truck

Heating and Air Conditioning Certification for Auto/Light Truck

Manual Drive Train and Axle Certification for Auto/Light Truck

Suspension and Steering Certification for Auto/Light Truck

Damage Analysis and Estimating Certification for Collision Repair

Mechanical and Electrical Components Certification for Collision Repair

Non-Structural Analysis and Damage Repair Certification for Collision Repair

Painting and Refinishing Certification for Collision Repair

Structural Analysis and Damage Repair Certification for Collision Repair

Assembly Specialist Certification for Engine Machinist

Cylinder Block Specialist Certification for Engine Machinist

Cylinder Head Specialist Certification for Engine Machinist

Brakes Certification for Medium/Heavy Truck

Diesel Engines Certification for Medium/Heavy Truck

Drive Train Certification for Medium/Heavy Truck

Electrical/Electronic Systems Certification for Medium/Heavy Truck

Gasoline Engines Certification for Medium/Heavy Truck

Heating, Ventilation, and Air Conditioning Certification for Medium/Heavy Truck

Preventive Maintenance Inspection Certification for Medium/Heavy Truck

Suspension and Steering Certification for Medium/Heavy Truck

Automobile Parts Specialist Certification

Medium/Heavy Truck Parts Specialist Certification

Air Conditioning Certification for School Bus

Body Systems and Special Equipment Certification for School Bus

Brakes Certification for School Bus

Diesel Engines Certification for School Bus

Drive Train Certification for School Bus

Electrical/Electronic Systems Certification for School Bus

Suspension and Steering Certification for School Bus

Advanced Series - Automobile Advanced Engine Performance Certification

Advanced Series - Truck Advanced Electric Diesel Engine Diagnosis Certification

Light Vehicles - Compressed Natural Gas Certification for Alternate Fuels

I-CAR Certificate of Advanced Training

Advanced Vehicle Systems

Aluminum Repair, Replacement and Welding

Detailing

Electronics for Collision Repair

Executive Seminar

Finish Matching

Glass Replacement

Plastic Repair

Steering and Suspension

Understanding Collision Repair

Workplace Hazardous Materials

Manufacturer Training

Paint Manufacturer Training

State Emission Certification

State Sales License

State Vehicle Inspector Certification

Valid Driver's License

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.