



Job Description

Employee Name:

Job Title: **Parts Manager**

Reports To: **General Manger**

FLSA Status: **Exempt**

NATURE OF WORK:

The Parts Manager (PM) works with the technician to accurately identify the specific parts needed to perform the service and with vendors to obtain the needed parts. The PM communicates the pricing and availability of parts with the Service Advisor. The PM is responsible for maintaining an inventory level within the budget set by the General Manager. The inventory is designed to best serve the service facility by expediting repairs with parts that are not immediately available from local vendors of the desired price or quality. The PM utilizes the shop management system to accurately control inventory levels and monitor aging to make adjustments as needed.

TYPICAL DUTIES:

- Ability to effectively communicate with customers regarding service parts and maintains good rapport with auto vendors
- Provides service technicians and the service advisor with pricing & availability of auto parts
- Assesses and stocks parts as needed for quality and availability
- Processes requests for special orders by: entering data into Shop Management software, obtains funds from customer, tracks product and notifies all parties of deliveries or delays
- Reviews all outstanding orders, services scheduled invoicing and parts return
- Performs other duties as requested

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrates an extreme attention to detail
- Reads, analyzes and interprets general business reports
- Ability to write, present and respond to customers and staff members in a professional manner
- Ability to compute basic math equation

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

- Lift objects weighing between 25 – 50 pounds
- Safely work with team to lift and maneuver items weighing up to 100 pounds
- Stand, walk or sit for long periods of time without resting (up to 5 hours)
- Work in areas that require kneeling, crouching or crawling

MINIMUM EDUCATION/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
- Candidates must have a valid driving license and clean driving record
- Experience with Shop Management software preferred

CERTIFICATIONS:

- Must have ASE Automotive Parts Specialist certification

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies;

- **Service Excellence** – Provide the best, world class service; achieving excellence each passing day
- **Integrity** – Act with honesty and integrity without compromising the truth
- **Teamwork** – Support each other’s efforts, remain loyal to one another, and care for each other both personally and professionally
- **Safety** – Ensure the safety of people while making sure they have a trouble free experience
- **Commitment** – Stay committed to great products, services and other initiatives that impact lives both within and outside the organization
- **Efficiency** – Be efficient and effective in our approach to providing the best products & solutions to our customers with each contact
- **Accountability** – Take responsibility for our actions that influence the lives of our customers and fellow workers
- **Profit Growth for All** – Every business needs to turn a profit in order to keep the company alive and healthy. Every employee needs to generate an income that allows them to meet their goals and objectives. We believe that our ability to deliver each competency at the highest level drives the financial results for everyone in the organization