

Corporate Parts Manager



Department: Corporate Parts Manager **Job Status:** Full Time
FLSA Status: Exempt **Reports To:** Corporate General Manager
Grade/Level: **Amount of Travel Required:** > 50%
Work Schedule: Monday-Friday **Positions Supervised:** Parts Managers

POSITION SUMMARY

Responsible for the Corporate parts sales, strategies, and performance for a multiple location dealership. This position will play a key role in the development and strategic growth of the parts department for the organization through personnel management, development of key performance indicators and aggressive sales and marketing strategies.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

- All positions are required to know, understand and follow all corporate guidelines as outlined in the company handbook.
- All positions are required to follow federal, state, local and company safety guidelines and procedures at all times while working on company premises or doing company business.
- All positions will at time be required to perform company related duties beyond the scope of the job title and description.

Essential Functions Statement (s)

- Develop and implement a corporate parts business plan for all dealership locations helping to identify and evaluate all new parts business growth opportunities.
- Continuous growth of AOR parts sales.
- Insure all parts teams fulfill expected targeted training and best practices
- Assist dealerships with key customer relationships with targeted contact management and on-site customer visits.
- Gather market intelligence for corporate parts marketing development.
- Develop and implement actionable plans that improve the profitability of the corporate parts unit.
- Assist dealers in identifying strategic account management.
- Influence dealerships to embrace parts programs to support retail growth to achieve higher absorption rates in our parts dealerships.
- Conduct training programs and seminars for dealerships to advance the effective use of company parts programs.
- Handle dealer parts calls for items by exception basis when the system is not able to handle on a timely basis.
- Focus on activities and strategies that result in revenue growth and make Harlow's the preferred supplier of parts to customer base.
- Develops a plan and executes an inventory strategy to maximize inventory turns and minimizes obsolete and slow moving inventory items.

- Understands all OEM parts programs and educates all dealerships for the best strategies for maximizing our organization's profitability through these programs.
- Develops dealership KPI's to achieve desired profitability goals and strategies.
- Be the model for superior customer service behavior for all parts personnel, maintaining positive relationships with customers, employees, General Manager, and the Executive Team.

POSITION QUALIFICATIONS

Education: Bachelor of Science or Bachelor of Arts or higher

Experience: Three to five year of multi-location management experience

Knowledge Required

- Mathematics - Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Sales and Marketing - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Computers and Electronics - Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Negotiation - Bringing others together and trying to reconcile differences.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Coordination - Adjusting actions in relation to others' actions.
- Instructing - Teaching others how to do something.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Skills Required

- Demonstrated ability with logistics in a multi-location environment.
- Proven ability to establish, monitor and manage departmental KPIs.
- Conflict management and resolution with employees, customers and vendors.
- Active Learning - Understanding the implications of new information for both current and future.
- Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Operations Analysis - Analyzing needs and product requirements to create a design.
- Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures.



PHYSICAL DEMANDS

Physical Demands

Stand	O (Occasionally)
Walk	O (Occasionally)
Sit	F (Frequently)
Handling / Fingering	F (Frequently)
Reach Outward	O (Occasionally)
Reach Above Shoulder	O (Occasionally)
Climb	O (Occasionally)
Crawl	O (Occasionally)
Squat or Kneel	O (Occasionally)
Bend	O (Occasionally)

Lift/Carry

10 lbs or less	O (Occasionally)
11-20 lbs	O (Occasionally)
21-50 lbs	O (Occasionally)
51-100 lbs	O (Occasionally)
Over 100 lbs	O (Occasionally)

Push/Pull

12 lbs or less	O (Occasionally)
13-25 lbs	O (Occasionally)
26-40 lbs	O (Occasionally)
41-100 lbs	O (Occasionally)

- N (Not Applicable)** Activity is not applicable to this occupation
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0-2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity 33%-66% of the time (2.5 – 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Prepared by: _____

Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and / or assign tasks for the employee to perform, as the Company may deem appropriate.

