



**Job title:** Parts Manager  
**Department:** Parts Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Realizes a return on the capital invested by the dealer, based on department objectives for the parts inventory. Attains the objectives set, using means such as appropriate purchasing policies, stock management, the involvement of the personnel, safety, price setting, merchandizing, presentation and advertising.*

**The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.**

- Establishes department objectives, jointly with his/her supervisor, and attains them.
- Manages the annual operating budget of his/her department.
- Verifies department sales reports and productivity. Develops and uses a report to follow up on sales lost to the department.
- Every month, analyzes reports on sales, expenses and stock to ensure that profitability objectives are met.
- Manages the wholesale parts sales program in such a way as to achieve a profit.
- Keeps a balanced stock, corresponding to the needs of the after-sales department, the body shop, wholesale customers and the public. Controls and adjusts stock to minimize obsolete items.
- Ensures that the parts stock turns over \_\_\_\_ times a year.
- Works with the after-sales department manager, the body shop manager and accounting to maintain efficient turnover of the parts required for in-house work.
- Ensures that the same high quality service is provided to the dealer's internal customers as to external ones.
- Handles customer complaints immediately, based on the instructions of the dealer and/or the general manager.
- Maintains efficient communications within his/her department, as well as with other departments. Endeavours to promote harmony and a team spirit with all other departments.

### **Tasks related to purchasing and price setting**

- Maintains an efficient stock management system (special orders, returns of parts, urgent orders, promotions, seasonal orders...).
- Every month, follows up, calculates and records the dollar value of urgent orders and the cumulative value of the resulting losses due to obsolescence.
- Every month, follows up, calculates and records the dollar value of exceptional orders and the additional cost of the resulting sales.
- Reduces exceptional orders when a replacement product is available, taking into account service level.
- Orders parts.
- Ensures that all orders are stocked and recorded according to instructions.
- Manages the purchase of parts from sources other than the manufacturer.
- Ensures that parts are in stock or can be obtained from various sources (manufacturer, dealer and the like) at all times.
- Establishes parameters for price setting which generate sufficient gross profit to produce satisfactory profits for each category of customer.
- Keeps the parts pricelist up-to-date.

### **Tasks related to administrative follow-up**

- Follows up and verifies invoicing, customer accounts, claims and credits, to ensure that they are accurate.
- Ensures that all parts are correctly labelled, so that the dealer can receive all the credits from the manufacturer.
- Ensures that credit is granted for returned parts.
- Manages returned parts and subtracts them from the inventory once credit has been granted.
- Follows up on parts to be replaced (under warranty) and parts to be returned, based on the manufacturer's requirements.
- Reconciles the inventory and sends a copy to accounting at the end of the month.
- At the end of the month, provides the accounting department with information on appreciation and depreciation.
- Provides the accounting department with the claims information in a timely manner, so that a list of customer accounts can be prepared.
- Manages shipping and receiving activities, to ensure that processing takes place in a timely manner.
- Installs and implements measures to prevent theft in the parts department.
- Manages the annual inventory taking of the parts.

### **Tasks related to the management of human resources**

- Conducts formal evaluations of the performance of the personnel reporting to him/her, at set intervals.

- Trains and motivates the personnel reporting to him/her and participates in hiring this personnel, jointly with his/her supervisor.
- Encourages team work in a sales environment focused on the clientele, throughout the entire sales, delivery and follow-up process.

### **Miscellaneous tasks**

- Participates in managing the building, based on management instructions.
- Takes part in management meetings.
- Replaces the parts clerk, as necessary.
- Maintains a professional appearance.
- Performs other duties, based on management requirements and instructions.

## **SECONDARY TASKS**

- *Description of one or more secondary tasks to be added, according to your requirements.*

## **JOB REQUIREMENTS**

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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<p><b><i>N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.</i></b></p>
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