

JOB DESCRIPTION

TITLE: Parts Manager

DEPARTMENT: Parts

POSITIONS SUPERVISED: Parts Admin/Assistant, Parts Counter, Parts Shipping/Receiving

ACCOUNTABILITY: Parts Director (Primary) and Store Manager

The Store Manager will provide daily supervision at the store location to ensure that each department adheres to Hooper's Core Values of Integrity, Teamwork, and Service.

PURPOSE: Manage the parts department to ensure excellent customer service and product support, while meeting department expectations and goals for profitability

JOB RESPONSIBILITIES:

Excellent Customer Service

- Handle all customer interactions professionally to provide the best service possible
- Promote an atmosphere of teamwork and positive attitudes to take care of customer needs
- Prioritize "unit down" situations and work with urgency to resolve customer issues
- Encourage proactive sales contacts to anticipate customer needs
- Work to quickly resolve any situations with dissatisfied customers or billing disputes

Team Leadership

- Manage schedules to ensure adequate staffing levels; manage overtime and after-hours support
- Communicate performance-based goals and motivate team to achieve its fullest potential
- Ensure all team members are busy with daily work assignments and are fully utilized
- Evaluate employee skill levels and identify areas for further training and coaching
- Communicate the expectation for the parts team to represent and "sell" all Hooper departments
- Conduct a department meeting at least every 2 months
- Prioritize safety awareness and maintain safe, efficient working conditions to meet company policy

Daily Operations:

- Provide consistent phone coverage and satisfactory response time
- Review daily low stock analysis to ensure adequate stocking levels for in-season demand
- Manage placement of daily and emergency parts orders
- Educate team on marketing initiatives and promotions to be communicated to customers
- Interface with vendors to resolve any problem situations
- Follow established guidelines for daily and monthly inventory management processes
- Work together with other stores and corporate personnel, keeping Hooper's best interest in mind

Financial Results

- Implement annual action plan with Parts Director to achieve department goals
- Pursue sales and margin targets, while maintaining proper inventory turnover and obsolescence
- Manage expenses to stay within annual budget
- Know and understand the driving factors behind key department metrics

JOB REQUIREMENTS:

Qualifications –

- Parts department experience;
- Computer skills and technical abilities related to daily Parts Department operations;
- Knowledge, experience, and mechanical aptitude related to production agriculture;
- Strong interpersonal and communication skills; must demonstrate an ability to lead and handle people when under pressure in a fast-paced environment;
- Ability to organize and follow-through while multi-tasking on different projects

Authority –

- Recommend hiring and firing personnel;
- Purchasing of necessary supplies within budget;
- Other non-specific authority that is necessary to completely manage the above responsibilities

Compensation –

Salary plus incentive based upon department performance

Education –

- High School diploma (college degree desired)
- Specific technical training
- Training in Salesmanship

Physical Requirements –

Within the context of the Hooper office environment