

Midwest Peterbilt Group
2601 Voyager Avenue
Sioux City, IA 51111

District Parts Manager

THIS JOB DESCRIPTION IS NOT MEANT TO BE AN ALL-INCLUSICE STATEMENT OF EVERY DUTY AND RESPONSIBILITY REQUIRED OF THE JOB HOLDER.

Description and Purpose

The District Parts Manager is responsible for overseeing the parts operations within a specified district for Sioux City Truck Sales, Inc., a commercial truck dealership. This role involves leading, mentoring, training and measuring performance for location Parts Managers, assist Parts Managers in overseeing outside sales staff, managing parts inventory, ensuring customer satisfaction, and achieving sales and profitability targets within the assigned district.

Personal Requirements

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

Minimum of Associates degree or equivalent experience.

Prefer five years of department or branch management experience with a heavy truck dealership.

Intermediate to advanced computer skills with fundamental computer operations, spreadsheets, word processing, database, e-mail, and CRM software.

Language Skills

The ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, legal documents, and government regulations.

The ability to write reports, business correspondence and procedure manuals.

The ability to effectively present information and respond to questions, common inquiries, or complaints, from groups of managers, clients, customers, and the general public.

Mathematical Skills

The ability of performing basic math as well as calculating figures and amounts such as discounts, interest, commissions, proportions, percentages, statistics, area, circumference, and volume.

The ability to apply concepts of basic algebra and geometry.

The ability to interpret financial statements and apply that analysis to the operations of the Department.

Reasoning Ability

The ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

The ability to analyze complex business problems and initiate multifaceted solutions.

Certificates, Licenses, Registrations

Must have a valid driver's license and meet insurability requirements with the Company's insurance company.

Relevant industry certifications are preferred.

Travel

Must be able to travel, and at times an overnight stay may be required.

Multi-state territory travel expectations will exceed 80%.

One day per week to be spent at each location within the assigned district.

No more than one day per week to be spent at the corporate office.

Physical Demands and Environment

The physical demands and environmental characteristics 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 a disability to perform the essential functions.

Constantly operate a computer and other office machines such as a calculator, copy machine, and computer printers.

Work in all kinds of weather out of doors as needed.

Employee will lift up to 25 pounds.

Noise level is usually moderate.

Occasionally exposed to moving and mechanical parts.

Constantly required to sit, stand, and walk.

Seldom required to stoop and kneel.

Major Duties and Responsibilities

Controls

Implement and maintain the necessary policies and procedures that will ensure the successful operation of the parts department by use of controls that will regulate key financial and operational elements of the parts department as follows:

Inventory control that balances turns, availability, and salability.

Recommend or approve new expenditures and appropriations.

Maximize cash flow through efficient and timely processes.

Monitor and manage parts pricing and margins to achieve profitability targets.

Planning Duties

Coordinate with the Director of Parts to align district strategies with overall company goals.

Implement and maintain managed territories consistent with corporate direction by evaluating market potential of each location.

In conjunction with the Director of Parts, establish and assign goals for outside parts sales representatives.

Administer and monitor factory-sponsored programs.

Develop and execute strategic plans to grow parts sales and market share within the district.

Assist the Director of Parts with planning the marketing activities for the districts parts departments to develop new markets, increase existing market share, and maintain a competitive position in the industry.

Responsible for the overall succession planning and development of management staff.

Leadership

Hire, fire, train, motivate, counsell, and monitor the performance of direct reports.

Interview and train Outside Sales employees in conjunction with the location Parts Manager.

In conjunction with the location Parts Manager, assist in the development of annual reviews of outside sales representatives.

Assist the location Parts Manager in overseeing the performance of the location call center.

Lead and develop the parts team within the district, providing training and support as needed.

Make customer satisfaction a department priority, ensuring that parts personnel are courteous and respectful in their interactions with customers.

Oversee all the districts Parts Managers' operations to ensure maximum performance of the departments.

Conduct regularly scheduled Parts Manager meetings to review performance and expectations.

Work with Parts Managers to find ways to improve the overall profitability of the dealership.

Handle customer complaints immediately and according to dealership's guidelines.

Manage all OEM required training to ensure timely compliance.

Determine and arrange all training needed to provide consistent, high-quality customer service.

Inspire the parts staff to achieve their best through meaningful performance reviews and feedback.

Build a positive working relationship with OEM District Parts Managers and Region Sales Managers.

Monitor the inter-store activities to ensure fairness and efficiency.

Coordinate operation of each parts department in assigned district to maximize operational consistency, efficiency, and profitability.

Promote the acceptance and utilization of computer technology to improve parts sales operational efficiency.

Assist Parts Managers with Dealer Management Systems troubleshooting and remedies.

Assist the location Parts Managers with delivery and transfer vehicle repair costs and recommend vehicle purchase needs and opportunities to the Director of Parts.

Promote Company harmony and teamwork with all departments.

Serve as a liaison between the parts department and the other company departments.

Work through the Human Resources Department with all recruiting and hiring.

Maintain a professional appearance.

Attend manager meetings.

Evaluation

Monitor financial health and performance with a monthly review of Company financial statements.

Find opportunities to improve financial performance by use of NADA 20 group composite website.

Oversee the performance of the parts inventory cycle counting to ensure accuracy and completeness is maintained.

Monitor department activity to maximize personnel utilization and performance.

Review accounts assigned to the outside sales team in assigned district, measure and monitor performance. In conjunction with the location Parts Manager and the Director of Parts, assign new accounts, and redistribute current accounts of outside sales representatives as needed.

In conjunction with the location Parts Manager, review and evaluate with the outside sales staff the sales activity by customer and supplier on a quarterly basis for opportunities to grow sales and gross profit.

Reporting

Provide regular reports to senior management on parts sales, inventory levels, and operational performance. Provide district details to assist with compiling and updating the Parts Departments annual business plan. Additional reports as deemed necessary.