



**Job Title:** Aftermarket Manager  
**Department:** Aftermarket  
**Reports To:** General/Store Manager  
**Supervises:** Parts and Service Employees  
**Job Group:** First/Mid-Level Officials and Managers  
**Exempt or Non-Exempt:** Exempt

**Job Description:**

This individual will effectively market and direct all aspects of the parts and service departments for RDO Equipment Co. while empowering team members to take care of the customers. They will coordinate activities and cooperate with other departments of the dealership to best serve the needs of the customer and employees.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

**Specific Duties Include:**

- Demonstrate leadership in all aspects of the parts and service departments and the store.
- Develop and maintain effective parts and service department processes to ensure internal and external customer satisfaction.
- Understand and communicate the quarterly Profit-Sharing program to employees.
- Ensure each team member receives an effective monthly 1:1 meeting and a quarterly Career Path Level (CPL) review.
- Review monthly receivables with the department and General/Store Manager. Establish collection plans and monitor aggressively.
- Create and monitor annual parts and service department benchmarks and budget, in alignment with the organization's financial and operational objectives.
- Develop and execute parts and service department marketing plans and monitor to ensure achievement of established goals.
- Ensure that appropriate communications take place throughout the location/s by facilitating/participating in monthly open-book meetings, conducting regular team meetings, encouraging an open-door policy, and proactively seeking feedback from team members.
- Foster an engaged work environment within the location/s, encouraging accountability, open communication, teamwork, and a commitment to serving the customer.
- Lead and manage all business and/or department activities related to ensuring the customer experience is positive and that all team members are committed to creating solutions and long term relationships with customers.

- Ensure that the company/location reputation and image in the community is consistent with RDO Integrated Controls Core Values, and that business relationships with all stakeholders are not compromised.
- Manage the evaluation, allocation, and management of physical and financial resources and administer the hiring, development/training, management, evaluation, and effective assignment of people resources.
- Responsible for ensuring that sound and safe business practices and processes are implemented and continuously improved to effectively and efficiently achieve ethical business objectives.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

**Job Requirements:**

- Previous supervisory/management experience
- Industry and/or aftermarket parts and service support experience
- Excellent customer service skills
- Strong oral and written communication skills
- Strong computer skills
- College degree or applicable experience preferred
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

**Essential Job Functions:**

<b>Activity</b>	<b>Never</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Constantly</b>
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting			X	
Walking		X		
Standing			X	
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right ___ Left ___			X	

Is repetitive use of hand required?			X	
Simple Grasping			X	
Power Grasping	X			
Fine Manipulation			X	
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
<b>Lifting:</b>				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
<b>Carrying:</b>				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?			X	