



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

Job Description:

This individual will provide leadership in motivating, managing, and evaluating the parts team members. They will manage the parts operations of the store to ensure internal and external customer satisfaction.

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 department and the store.
- Coach and mentor parts department employees on a regular basis with regards to efficiency, productivity, and profitability.
- Ensure customer satisfaction for both internal and external customers.
- Work with the parts team to know the customer's current and future expectations and work with all store departments to resolve customer concerns.
- Utilize company manuals and guidelines to administer parts department policy and process.
- Manage the proper process regarding the ordering, distribution, and receipting of parts.
- Oversee the accurate recording of parts transactions, including lost sales.
- Partner with Central Parts Ordering to maintain stocking levels that meet or exceed customer expectations.
- Oversee monthly cycle counting process and make appropriate adjustments while practicing "zero tolerance" inventory control.
- Maintain the retail sales floor and displays to show the store in a professional manner.
- Review monthly receivables with management. Establish collection plans and monitor aggressively.
- Create and monitor annual parts department goals and budget, in alignment with the organization's financial and operational objectives.
- Manage the parts department by the regional benchmarks established. Identify variances from the benchmarks and take corrective action.
- Ensure that appropriate communications take place throughout the location 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, 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.
- 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.
- Conduct self in the presence of customers and community to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- 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:

- Proven ability to lead, coach, and hold a parts team accountable in a fast-paced environment.
- Strong background in parts operations with solid product and customer knowledge.
- Experience with inventory management, forecasting and supply chain practices.
- Committed to delivering a high-quality customer experience and resolving issues effectively.
- Clear and professional communication with team members and customers.
- Proficient in business systems, parts/inventory systems, and Microsoft Office tools.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
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		
Lifting:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.			X	
51-75 lbs.		X		
76-100 lbs.		X		
Carrying:				
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	