Job Title: Parts Support Manager
Department: Parts Support Center Team
Reports To: Director of Parts Operations
Supervises: Pars Support Team
Job Group: Mid-level Management
Exempt or Non-Exempt: Exempt

Job Description:

This individual will lead the Parts Support Center team in delivering timely, accurate, and professional support to RDO Equipment Co. stores and customers while fostering a collaborative, customer-focused, and accountable work environment. This role will provide strategic parts support across the organization and partner closely with store parts leadership and the Parts Operations Team to strengthen operational effectiveness, enhance service, and support the evolving needs of stores and customers.

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:

- Hire and maintain a quality staff of parts support representatives and special project team members.
- Lead and manage all employees of the parts support center.
- Monitor and continuously improve the call handle ratio in the Parts Support Center to optimize responsiveness, efficiency, and customer service.
- Develop a quality control system that includes metrics for tracking pertinent performance expectations.
- Develop effective training standards to ensure quality customer service.
- Develop an efficient and cost-effective staffing and scheduling model that provides an excellent level of service to our customers and stores.
- Work closely with company's IT Department to fully utilize the system capabilities of the phone systems and any potential integration with the current and future business systems.
- Develop and maintain a strong working relationship with store parts management and Parts Operations Team to create an environment that maximizes value to our customers and the organization.
- Ensure that appropriate communications take place throughout the location/s by facilitating/participating in monthly open-book meetings, conducting regular team meetings 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 Equipment Co. 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.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Experience and knowledge of call center operations, preferably in a management role, is preferred.
- A demonstrated ability to build strong relationships with customers, store personnel, and corporate management is required.
- The ability to evaluate operations, identify areas of need, and respond effectively to changing business demands is required.
- Strong leadership, verbal communication, and written communication skills are required.
- The ability to effectively work with technical parts professionals and build credibility and trust is required.
- Industry experience and knowledge of parts operations are preferred.
- Knowledge of project management and project coordination is preferred.
- The ability to travel up to 25% of the time is required.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity Hours Per Day	**Never** 0 Hours	**Occasionally** Up to 3 hours per day	**Frequently** 3-6 hours per day	**Constantly** 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			