



## ***Job Posting*** ***Parts Manager***

**REPORTS TO:** General Manager, Retail Division

**DEPARTMENT:** Parts, Retail Division

**JOB SUMMARY:** Responsible for establishing and maintaining guest services, oversees operation of department ensuring maximum sales and profitability through inventory, expense control and staff management.

### **DUTIES & RESPONSIBILITIES:**

- Ensure excellent customer experience by identifying customer needs and ways McFarlanes' can meet those needs.
- Manage day-to-day operation of the Parts department, including answering phone, writing parts orders, managing inventory; ensuring staff compliance with company policies and procedures.
- Manage invoicing.
- Manage the processing of incoming parts; ensure placed in proper area and identified properly.
- Deal with any customer complaints timely and fairly.
- Must be able to back up the Service counter.
- Responsible for setting schedule and ensuring staff coverage of Parts department.
- Provide safe and enjoyable work environment for staff; manage, document and report employee accidents.
- Recruit, maintain and coordinate staff levels with GM input and in conjunction with established recruitment and training policies and procedures.
- Review staff annually through established performance management process.
- Manage, document and report employee issues with guidance from HR and GM, following established human resource policies and procedures.
- Attend weekly managers meeting; share and communicate relevant topics with staff; facilitate required monthly meeting with department staff.
- Have a strong understanding of the Parts Department financial statement.
- Work with the sales department on consistent pricing and deadlines for used items.
- Work pro-actively with the service department in reducing daily fees (freight).
- Follow month-end close procedures completed on schedule set by the GM.
- Regular attendance is an essential function of this position.

### **SKILLS & QUALIFICATIONS / EDUCATION & EXPERIENCE:**

1. Possess strong verbal, written, inter-personal and client facing communication skills.
2. Strong computer skills.
3. Possess strong leadership skills with ability to promote teamwork.
4. Ability to establish and maintain positive working relationships with peers, direct reports and customers, and to be accountable for one's own actions.
5. Ability to resolve conflicts in a positive and constructive manner.
6. Ability to prioritize, multi-task and use critical thinking to make quick decisions when needed.
7. Possess strong problem solving skills.
8. Strong financial management skills.
9. High school diploma or equivalent.
10. Minimum 5 years of experience in parts counter role, with minimum 2 years in supervisory or lead role, preferred.
11. MS Outlook, Excel and Word experience, required; DIS software experience, preferred.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching and twisting. Using a computer, keyboard, multi-line phone. Employee must frequently lift and/or move items over 50 pounds. Specific vision abilities required by this job include close vision and distance vision.

Compensation is based upon experience. Competitive benefits package includes paid health, dental, life and disability insurances, 401k match, Paid Time Off, paid holidays, flexible spending and generous McFarlanes' Retail Employee Discount. To be considered for this opportunity, please apply in person at or submit resume to: McFarlane Mfg. Co., Human Resources, 1330 Dallas Street, Sauk City, WI 53583, apply online at [www.mcfarlanes.net](http://www.mcfarlanes.net); or email resume to [HR@mcfarlanes.net](mailto:HR@mcfarlanes.net)