

JOB DESCRIPTION

Name/Job Title:	Parts Manager
Department/Cost Centre /Location:	Parts – Sutton-in-Ashfield with travel
Company / Division:	Mitchell Powersystems
Reporting to:	Sales Director
MAIN JOB PURPOSE:	
<p>Manage the parts operation including parts sales, purchasing, stock and warehouse functions to ensure parts sales revenue and profit budgets are achieved aligned with a positive customer experience. In addition, ensure the correct purchasing relationships and stock is available to support the service business to also deliver a good customer service.</p>	
KEY DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> • Establish relationships with franchised and strategic partners to ensure Mitchells has the required parts availability, best pricing, relevant incentives, and supportive tools to facilitate Mitchells as the leading distributor / dealer in the markets engaged. • Manage the purchasing team to ensure parts are ordered effectively and in line with customers' requirements. • Manage the National Stock Co-ordinator to ensure central Warehouse stock is aligned to market consumption. • Manage the warehouse team to ensure goods are received and shipped internally (Service) and externally (Customers) as per business requirement. • Manage the Parts sales team by creating personal development plans and ensuring their daily focus and activity aligns to their individual sales objectives. • Work with e-Sales team to develop the parts sales e-commerce platforms and achieve business KPI's. • Working with Head of Aftersales, identify and engage new parts sales opportunities. • Ensure that the company ERP system is always up to date with parts pricing and associated costs. • Provide outstanding customer experience, retention, and maximum margin potential from all transactions. • Address and conclude customer concerns promptly according to company guidelines. • Analyse sales and overheads, adjusting sales plans and margins to ensure the delivery of budgeted profit. • Ensure cash management is positively affected by Parts Sales. • Monitor and report on market and competitor activities. • Adhere to health and safety policy and promote good practice through the team. 	

SKILLS, QUALIFICATIONS, AND EXPERIENCE REQUIRED:

- Proven experience in a parts Manager or similar role
- Warehouse / Inventory management experience
- Experience managing and being responsible for profit and loss
- Experience managing individuals and teams
 - Communication
 - Motivation
 - Targeting
 - Measurement
 - Structured approach
 - Reporting
- Ability to develop and manage marketing promotions
- Experience of working relationships with manufacturers / partners in a management role
- Strong sales / negotiation skills
- Hands on leader – experience collaborating closely with their team
- High attention to detail

LINES OF COMMUNICATION:

- Line manager – Sales Director
- Internal – Service operation teams
- Internal – Marketing Manager
- Internal – Accounts department
- Internal – Aftersales Manager
- Internal – Bid Management
- External – Manufacturers & Suppliers
- External - Customers

LEVELS OF AUTHORITY:

FINANCIAL:

Responsibility to achieve parts sales budget agreed for}

- Sales Revenue (All parts)
- GP levels (All parts)
- Costs (in line with budgets)
- Stock availability to achieve sales revenues

PERSONNEL:

- Warehouse and stock team
- Purchasing team
- Parts sales team

ANY OTHER DUTIES / RESPONSIBILITIES

- Maintain a good level of industry knowledge
- Represent Mitchells professionally as required
- Use skills and ability to support staff in all areas of the business



This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual, and associated documentation. Copies of these documents are available from your Line Manager.

Signature: _____ Date: _____
(Employee)

Signature: _____ Date: _____
(Manager)