



Job Description and Expectations for Parts Specialist

Target Responsibilities

- 1) Assist the Parts Manager in achieving efficient operation and profitability goals for the Parts department.
- 2) Fill parts order requests from outside and inside customers in a timely and efficient manner.
- 3) Maintain stocking levels alerting the Parts Manager when inventories are running low.
- 4) Identify new parts and part categories that need to be added to increase customer satisfaction levels.
- 5) Assist the Parts Department Manager in achieving the goal of exceeding customer expectations, maintaining a positive work environment and maximizing recovery rates.
- 6) Interact with customers to ensure a positive experience with the Parts department and the dealership.
- 7) Assist with the appearance and organization of the Parts department to communicate professionalism and a commitment to excellence by the dealership.
- 8) Grow knowledge base in agricultural and lawn and garden power systems to bring increased value to the customer and service department relationship.
- 9) Contribute to an environment where the Service department considers the Parts department as a partner.
- 10) Complete other work as needed by the Parts Manager and General Manager of the dealership.
- 11) Be quick to help others in the company when they need a hand or have a difficult problem to solve.