

# **Attica Motorsports Parts & Service Manager**

## **Key Skills and Qualifications**

- Multitasking – Ability to succeed while handling multiple tasks and responsibilities
- Making Decisions and Solving Problems – Analyzing information and evaluating results to choose the best solution and solve problems
- Scheduling Work and Activities – Scheduling service and repair work and deliveries
- Resolving Conflicts and Negotiating with Others – Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others
- Developing Objectives and Strategies – Establishing long-range objectives and specifying the strategies and actions to achieve them; Demonstrated success as an organizational change agent; Demonstrated ability to drive operational excellence
- Highly Relational with Outstanding Verbal Communication Skills and Cultural Competencies – Creating culturally relevant conversations that build trusting relationships with customers and co-workers
- Strong Financial Acumen – Understanding profit margins; ability to manage and sort through multiple sets of numbers; attention to detail
- Strong Technical Aptitude including Computers – Keeping up-to-date technically and applying new knowledge to your job; Using computers and computer systems
- Team Player – Working with and getting co-workers to work together to accomplish tasks
- Ability to work a flexible schedule including weekends

## **Parts Manager Overview**

The Parts Manager for Attica Motorsports is responsible to oversee the parts department in our off road vehicle dealership and is the primary parts sales person. Duties performed include monitoring purchasing trends, managing inventory and reordering parts as needed. At all times, they must ensure that inventory is sufficiently stocked to meet customer needs and encourage sales. The Parts Manager reports to the Attica Motorsports General Manager.

Previous parts experience is necessary and experience in the off road industry is a plus. Customer service, organizational and communication skills are a must. Excellent product knowledge, good administrative skills and inventory management experience are equally important along with good sales and customer service skills.

## **Parts Manager Specific Responsibilities**

- Greet customers, assist and service customers inquiries and needs
- Maintain the supply of replacement parts using a computerized system
- Handle customer requests and complaints
- Analyze sales, expenses and inventory each month to maintain profit goals
- Maintain and manage the parts inventory
- Negotiate, interact and manage relationships with parts vendors
- Develop internal and external customer relationships
- Display parts merchandise in a creative and organized manner

## **Service Manager Overview**

Our Service Manager oversees the Service Department and is responsible for controlling costs, building a loyal clientele, maintaining good employee relations, setting and obtaining sales and profit objectives and maintaining service records. Additionally, they must satisfy service concerns of all customers, ensure that service is performed at the highest level and operate the department profitably.

## **Service Manager Specific Responsibilities**

- Greet customers and assist with any inquiries they may have
- Perform vehicle walk around and documentation of customer concerns to enable the Head Mechanic/Technician to properly diagnose and service the vehicle
- Consult with customer on applicable service specials
- Prioritize required services, and be prepared to provide options upon request
- Creates work schedules and maintains proper accounting of Service Technicians' productivity.
- Ensures that service is performed at the highest level
- Document declines for services and ask for follow-up on future service considerations
- Keep customer informed on completion times, service expenses, and possible changes.
- Generates repeat customers and provides resolutions of customer complaints.
- Remain involved with delivery of vehicle to customer upon completion to assure all customer concerns can be addressed.
- Provide concierge support for all owner inquiries, whether phone or in person, to assure the customer does not get mishandled.
- Spend quality time building relationship with the customer.
- Know the product well enough to answer characteristic and operational questions regarding the customer's vehicle.
- Encouraging technicians to keep their skills up-to-date through periodic technical training on new systems and components offered by the automotive manufacturers.
- Coordinates with Head Mechanic to ensure a safe working environment and that equipment is properly maintained and repaired
- Keeping up-to-date on manufacturer warranty and policy procedures while serving as a liaison with the factory representatives.
- Maintaining the highest Customer Service Index (CSI) rating from customers by handling customer complaints immediately and according to dealership policy.