

Parts Advisor/ Manager

The Parts Advisor is a detail oriented individual that is responsible for getting the right parts billed properly for both internal and external customers for increased customer satisfaction, profitability and FFV.

The job may include:

- Maintain proper parts inventory.
- Proactively order needed parts.
- Identify the correct parts to fix the unit properly.
- Ensure we have all needed parts prior to tear down.
- Document all parts properly on the work orders for billing.
- Updates bin checks/cycle counts and inventory in the computer.
- Reviews estimates to ensure the correct parts are ordered and that pricing is accurate.
- Communicates delays and progress with internal and external customers.
- Returns phone calls, e-mails, and texts promptly.
- Provides options for special handling.
- Ensures that ordering discounts and specials are being used.
- Tracks lost sales and back-orders.
- Comfortably uses the computer and is well-versed in all vendor sites and the Dealer Management System.
- Accesses performance bulletins regularly.
- Retrieve, document and process all warranty parts in a timely fashion.
- Organize the parts department so parts are easily identifiable and accessible including a spot for warranty, special orders, and promised parts.
- Pre-pull parts proactively for tomorrow's jobs.
- Meet with Service Advisor/Manager to review schedule a few days in advance. Ensure all parts are ready for tomorrow's jobs.
- Unload and process shipments properly.
- Ensure parts pricing allows for a healthy margin. Communicate parts pricing increases to sales and service for frequently quoted jobs.
- Resolve problems with professionalism.
- Replenish parts inventory proactively.
- Keep obsolete inventory to a minimum.
- Keep parts as secure as possible.
- Communicate with upper management regularly.
- Fill out proper paperwork and communicate with sales if a part is 'borrowed' off a new unit