Parts Manager/Parts Specialist Competency Profile

Duties | **Competencies***

Duty	1	2	3	4	5
A Merchandise The Store	A-1 Develop store layout	A-2 Develop merchandising layout	A-3 Maintain store appearance		
B Market Parts & Accessories	B-1 Provide marketing materials	B-2 Conduct special marketing events	B-3 Develop promotional materials	B-4 Develop competitive product offerings	B-5 Develop supplier alliances
C Manage Parts Inventory	C-1 Maintain inventory system	C-2 Manage parts ordering process	C-3 Control parts inventory and theft	C-4 Update parts inventory	
D Sell Parts & Accessories	D-1 Prepare for daily and end-of-day operations	D-2 Provide customer service	D-3 Enhance product sales	D-4 Manage special orders & lost parts sales	
E Manage Customer Relations	E-1 Maintain customer profile	E-2 Keep customers informed	E-3 Process customer feedback		
F Manage Human Resources	F-1 Recruit new employees	F-2 Assign & train qualified staff	F-3 Comply with legal requirements	F-4 Manage employee performance	
G Manage Financial Resources	G-1 Prepare sales projections and inventory forecasts	G-2 Create parts department budget	G-3 Analyze financial reports	G-4 Control inventory expenses	G-5 Reconcile ledger to parts value
H Perform Administrative Functions	H-1 Develop standard operating procedures	H-2 Trouble-shoot daily issues	H-3 Create quote book	H-4 Maintain equipment, files,& library	H-5 Perform administrative tasks
I Pursue Professional Development	I-1 Participate in professional development				

*These competencies represent actual Learning Guide titles. The Parts Manager position requires achievement of all the 34 competencies listed. The Parts Specialist is expected to achieve the 22 competencies that are shaded.

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