

# PARTS MANAGER

Parts managers are responsible for product inventory, warranty and service support to external customers.

## WHAT RESPONSIBILITIES WILL I HAVE?

- Knowledge of company parts inventory titles/names and uses
- Develop and manage the parts and warranty process for a manufacturing or product import company
- Set strategy for support standards for critical items and new product introductions
- Set and approve warranty and service-policy matters
- Develop key relationships with manufacturer to negotiate warranty, product performance and service
- Ensure technical information, bulletins, product upgrades and recalls are effectively managed.
- Assist in the management of dealer/technical representative service, maintenance training and dealer's customer installation process
- Responsible for ensuring progress on preventative customer care activities
- Set the priorities for service and customer care actions
- Serve as a communicator between the customer and service staff



## WHAT EDUCATION & TRAINING IS REQUIRED?

Associate's degree in business or mechanical field

## THE FOLLOWING HIGH SCHOOL COURSES ARE RECOMMENDED...

Agricultural education, mathematics, business and computer courses

## TYPICAL EMPLOYERS

Parts retailers, equipment dealers, or salvage yards

## FUTURE JOB MARKET/OUTLOOK



## SUGGESTED PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS

- National Ag Retailers Association
- National Association of Equipment Dealers
- Regional equipment dealer associations

## AVERAGE ANNUAL FULL-TIME SALARY

\$45,000