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# Example of Service & Parts Job Description

Our innovative and growing company is looking for a service & parts. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service & parts

* Executes analysis and action plan regarding parts failure/parts issues
* Functions as the first line of communication with the customer to assess parts issues, identify repetition or patterns, and develop resolution action plans to present to parts dept
* Identifies order type (warranty /rental /repair, or out and/or AOG)
* Acts as liaison between the parts dept., HACI, and the customer
* Communicate with customers before there are problems
* Meet with the General Manager at least once a month to review current Service Department performance, set future performance objectives, promotional activities or any other critical matters
* Maintain up-to-date comeback log and Technician Production and Efficiency logs
* Perform other specific assignments as directed by dealership management
* Must conduct periodic self-inspection for hazard assessment within the Service Department and recommend and document action needed and action taken
* Ensure that Service Department employees follow safety policy and practices and that they report any and all accidents immediately

## Qualifications for service & parts

* Proficient in lean manufacturing principles and adept at applying to warehouse operations
* Capable of creating and maintaining metrics for operation & labor costs, KPIs, and inventory analytics
* Legal experience (depositions, expert testimony, work with attorney's )
* Ability to be persistent and influence others
* 6-8 years of work experience plus 8-10 years of auto parts and service wholesale and retail experience
* This position reports to our facility in Windsor Locks, CT and will cover the New York territory