



Job Title: District Parts & Service Manager

Department: Aftersales

Location: Atlantic Region

PURPOSE:

Communicate, implement, and assist dealer parts and service departments through programs, policies, and procedures which develop and maintain a well-managed, profitable parts and service department, while developing a long-term professional relationship with dealers in the assigned district.

RESPONSIBILITIES:

1. Regularly contact dealerships and communicate, implement, and administer Aftersales Department programs, policies, and procedures with dealers including attainment of objectives and adherence to the dealer agreement.
2. Monitor and advise management of dealers' adherence to policies and procedures in such areas of Parts Sales, Parts Inventory Control, Service Training, Warranty Administration, Consumer Relations, Customer Satisfaction, etc.
3. Provide recommendations for operational improvements to Dealer and dealership managers which maximize and increase customer satisfaction, operational effectiveness, market penetration, and dealer parts and service profitability.

4. Provide guidance and training to dealership personnel in Inventory Control, Service Training, Warranty Administration, Consumer Relations, Customer Retention etc..
5. Provide automotive technical guidance/recommendations to dealership service personnel.
6. Process, resolve, and close customer inquiries.
7. Perform other duties as assigned or required.

TYPICAL EDUCATION & EXPERIENCE PROFILE:

- Five years of professional level automotive Fixed Operations experience at the dealer or OEM level.
- Bachelor's degree or equivalent combination of education and experience.

PROFILE DIFFERENTIATORS:

- Prior experience as a DPSM for another OEM company.
- Prior automotive retail sales experience such as Service/Parts/Fixed Operations Manager.

SPECIAL REQUIREMENTS:

- Must maintain a valid Provincial driver's license and Company-approved driving record.

Qualified Candidates should submit resumes via email to hr@mmcan.ca with the subject heading "**District Parts & Service Manager**"