

## MITSUBISHI MOTORS - JOB DESCRIPTION

<b>Job Code:</b>	C009	<b>Job Title:</b>	District Parts & Service Manager
<b>Division:</b>	MMSCAN	<b>Department:</b>	Aftersales
<b>Band:</b>	District Manager	<b>Location:</b>	Quebec
<b>Created On:</b>	February 2003	<b>Revised On:</b>	February 8, 2019

### **INCLUSIVENESS**

Mitsubishi Motor Sales of Canada, Inc. is an equal opportunity employer fostering an inclusive, accessible environment. We are committed to building an environment where all employees and customers feel valued, respected and supported.

Mitsubishi Motor Sales of Canada, Inc. will support applicants requiring accommodation during the recruitment process.

### **PURPOSE:**

The Bilingual District Parts and Service Manager will 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. This position will report to the Regional Manager.

### **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 is an asset
- Bachelor's degree or equivalent combination of education and experience
- Fluently bilingual in English and French.