



Job Title: Assistant Manager, Parts Operations
Department: Parts Department
Supervisor: Parts Operations Manager
Location: Rocky Mount Facility

Pay Type: Salaried Position
Hiring Range: 42,000 – 47,000 DOQ
8- Hour Shift, Monday – Friday

Position Summary

Maintains and provides oversight of our parts inventory, using Company inventory systems and processes. Makes recommendations for process improvement to address performance and troubleshooting issues. Diagnoses and resolves problems quickly and communicates with a variety of dealers, customers and internal stakeholders. Supervises Parts Billing Specialist and Parts Customer Service Representatives.

Position Duties and Responsibilities

Parts Inventory Management

- Analyzes parts sales and orders parts from local vendors and suppliers. Schedules and secures shipment arrival times.
- Manages local parts inventory. Oversees stocking and cataloging products and ensures parts inventory information is uploaded in system, and available for customer access.
- Updates inventory count and maintains inventory records to share with management and other stakeholders in the business. May perform cycle counts.
- Reporting and reconciling discrepancies in inventory. Does root cause analysis to determines reason for discrepancy.
- Manages and monitors temporary bin location and bin movement correctly.
- Manages physical count and keeps up to date with the report and update inventory as needed.

Parts Support

- Manages Parts process manual and keep up to date.
- Creates a spreadsheet for management target parts and maintains records such for parts transfers between parts department and other plants, service managers and QA.
- Executes sales and marketing plan for Parts Department.
- Submits Claim reports to HQ and communicates with HQ parts department.
- Prepares, supports and attends events or shows for Parts marketing. Implements the parts list and responsible for ship and return parts for the event. Follows up with customer contacts and feedback and updates team and management.



Supervises Parts Billing Specialist and Parts Customer Service Representatives

- Directly supervises Parts Billing Specialist
- Directly supervises two Parts Customer Service Representatives

Teamwork and Collaboration. Actively engages in production and team meetings, and provides timely feedback to team regarding work topics. Understands organizational mesh points and potential synergies. Integrates team efforts across work team. Understands available resources, and utilizes those resources when appropriate.

Leadership. Acts with integrity. Treats others with dignity and respect. Models behavior that is consistent with Red monkey Foods' Values. Delivers on commitments and deadlines.

Communication. Effectively communicates with team members. Demonstrates sound oral and written communication skills. Communicates effectively and professionally to both internal and external parties. Executes effective customer communication and relationship building techniques.

Minimum Requirements:

Education and Experience Required

- High School Diploma required, prefer Bachelor's degree
- 3 year's experience working in Parts sales and distribution for Automotive, tractor, or heavy equipment parts, prefer supervisory experience.
- Experience utilizing or managing parts inventory systems and processes.

Skills, Knowledge and Abilities Required

- Working knowledge of Microsoft Office, including Excel
- Able to do basic math and calculations
- Attention to detail
- Resourcefulness and problem-solving aptitude
- Excellent communication skills

LS Tractor offers a competitive compensation package that includes:

- Competitive Base Pay and Bonus Pay
- Health Insurance – coverage starts on day one, employee coverage paid 100% by LS Tractor, dependent coverage premium 50% paid by LS Tractor

- After 90-days – Company paid
 - Short-term Disability



- Long Term Disability
- Basic Life Insurance

- After 90-days Optional Coverage
 - Dental
 - Vision
 - Accident Insurance
 - Optional Life Insurance
 - Cancer Insurance

- Paid Vacation and Personal Days
- 9 Paid Holidays
- 401k with Company match after 1 year