

All-Lift is looking for an enthusiastic "**Parts Manager**" who is customer service oriented to join our growing team. All-lift has been in business since 1976 and the official dealer of UniCarriers, CombiLift, Aisle-Master and Factory Cat and Tomcat and currently employees approximately 70 people and growing.

**Come and join our dynamic team!!**

## Job Responsibilities

- Manages parts operations to provide the highest level of external and internal customer satisfaction
- Develops and communicate effective Parts Department processes
- Creates annual Parts Department goals and budget, in alignment with the organization's financial and operational objectives
- Maintains an accurate and effective parts inventory control system that includes a perpetual and/or annual physical inventory and proper counter procedures
- Maximizes use of all order discount programs to achieve management stock order goals
- Manages recruiting, staffing and employee development activities for employees reporting to this position
- Receive and fill orders for parts, via phone, e-commerce, email, customer visit, etc
- Determine replacement parts required, according to inspections of old parts, customer requests, or customers' descriptions of malfunctions
- Assist customers, such as responding to customer complaints and updating them about back-ordered parts
- Work closely with Service & upper Management
- **Required Skills and Qualifications**
- Minimum of 3 years' supervisory experience
- 3 to 5 years' experience working within a Parts Department
- Experience with motivating, training, appraising and general supervisory duties
- Able to use standard desktop load applications such as Microsoft Office and internet functions
- Understanding of financial principles relative to Parts Department operations

All-Lift Ltd offers an extensive benefit package containing Employee life insurance, AD & D, LTD, Healthcare, Dental, Medical and Prescription drug plan.