



Position Description and Performance Agreement

Position: Assistant Parts Manager

Reports To: Parts Manager

Position Purpose: To maintain an efficient parts warehousing and inventory management operation suitable to the ongoing material and resource requirements of CAL>Hamilton.

Key Accountabilities and Key Result Areas:

Rating Scale Key

Use the following Rating Scale to evaluate the Assistant Parts Manager's performance:

ME - Met Performance Expectations
NM - Not Met Performance Expectations

Notes:

1. **O - Outstanding Performance:** The Parts Manager may consider that the Assistant's performance on one or more agreed projects/KRAs may be "outstanding". To achieve this recognition, the Assistant will need to have:
 - Delivered the agreed results significantly ahead of time and/or budget;
 - Achieved a result demonstrably far in excess of what the Parts Manager had expected, that was highly beneficial to the organisation.

Key Accountabilities (Agreed Annual Projects/Tasks)	Key Result Areas (Deliverables)	Performance Measures (KPIs)	Agreed Changes/Amendments	Progress Review Comments/Feedback	Final Review Comments/Feedback	Overall Performance Rating (Please Tick Below)	
				6 Month Review	12 Month Review	ME	NM
<p><u>1. Continuous Improvement</u> To pro-actively and continually improve business support and system processes both within the Hamilton Parts department, and across other Branch Parts departments</p>	<ul style="list-style-type: none"> • Pro-actively seek out & identify improvements that can be made to our business processes and/or systems 	<ul style="list-style-type: none"> • Identify and provide written recommendations on improvements/ changes that can be made to our business systems and/or processes • As agreed with Management implement agreed improvements/ changes within the agreed timeframe(s) 					
<p><u>2. Inventory</u> To accurately maintain inventory system</p>	<ul style="list-style-type: none"> • Maintain a full inventory of core Isuzu truck parts • Source parts as required for CAL>Isuzu and as requested by customers • Unpacking and receipting of daily emergency and stock orders • New parts to be stored physically and electronically • Online parts ordering from our major supplier (Isuzu NZ) • Assisting with rolling stocktakes and full physical stocktakes on a six monthly basis 	<ul style="list-style-type: none"> • All parts are sourced in a timely and efficient manner • All workshop materials are accurately ordered against trucks or jobs • All new parts accurately stored physically and loaded into F2 computer system 					

<p>3. Sales Ensure all sales from the parts department are accurate</p>	<ul style="list-style-type: none"> • Sales and enquiries including retail, trade, our ASOs (authorised service outlets) and our new and used truck sales departments • Freight dispatching/packaging via local and national couriers and various freight companies • Paperwork relevant to parts sales, purchasing and enquiries is completed • Actively promote new products • Work to generate new customers • Work with Parts Manager on retention of current customers 	<ul style="list-style-type: none"> • All sales and enquiries are dealt with in a timely and effective manner 					
<p>4. Maintenance Ensure both work and personal maintenance is to the highest standard</p>	<ul style="list-style-type: none"> • Work environment and personal presentation is clean and tidy 	<ul style="list-style-type: none"> • A professional image is presented to customers and colleagues at all times 					

<p>5. Health and Safety Assist to ensure all staff get home safely each night. The business complies with health and safety legislative requirements</p>	<ul style="list-style-type: none"> All H&S policies and procedures are followed There is a demonstrable commitment to implementing H&S best practice and ensuring the engagement of all staff Hazards are identified and risks controlled Operating/safe working procedures and on-the-job training are implemented and ongoing 	<ul style="list-style-type: none"> All accidents and incidents are reported within 48hrs All new employees and contractors attend a H&S induction and are issued with a H&S handbook Monthly H&S meetings are held Actions and initiatives identified are actioned within the agreed timeframes 				
<p>6. General Employment</p>	<ul style="list-style-type: none"> Receive all support and advice from Parts Manager and other Senior staff in an effective manner Carry out any other duties as reasonably requested by management 	<ul style="list-style-type: none"> Delegated duties/tasks are actioned within the agreed timeframes 				

ME - Met Performance Expectations; NM – Not Met Performance Expectations

PERSON SPECIFICATION
<ul style="list-style-type: none"> 5 years minimum experience in truck parts sales Good understanding of parts department procedures and general sales High level of computer skills Excellent communication skills Confidence in dealing with a variety of customers in a busy and high pressured environment

- Ability to follow both written and verbal instructions
- Innovative think “outside the box” attitude

Employer: _____

Employee: _____

Signature: _____

Signature: _____