

Podolinsky Equipment Ltd. has been proud to support the local community as your local John Deere dealer for over 60 years. With the addition of Arctic Cat, Polaris, and a host of other vendors, we are now a one-stop shop for work and play.

Parts Manager

NOC Code: 60020

NOC Title: Retail and Wholesale Trade Manager

TEER Category: 0

Position Title: Parts Manager

Employer: Podolinsky Equipment Ltd.

Location: Petrolia, Ontario

Reports To: General Manager

Employment Type: Full-time, Permanent

Position Summary

The Parts Manager is responsible for planning, organizing, directing, controlling, and evaluating the daily operations of the dealership's Parts Department. The position ensures profitability, efficiency, and superior customer service through effective inventory management, financial oversight, staff leadership, and supplier coordination. The Parts Manager plays a key strategic role in aligning departmental goals with overall dealership performance objectives.

Main Duties and Responsibilities

1. Operational Management

- Plan, direct, and evaluate the operations of the Parts Department to ensure efficiency and profitability.
- Develop and monitor department processes to maintain customer satisfaction and internal efficiency.
- Ensure all parts transactions, including sales, returns, and warranty claims, are accurately recorded.
- Maintain an accurate and effective inventory control system, including perpetual and annual physical counts.
- Ensure all safety procedures and company policies are followed.

2. Sales, Marketing, and Customer Experience

- Analyze market trends, customer needs, and competitor activities to identify sales opportunities.
- Determine product mix, pricing strategies, and promotional priorities in collaboration with management.
- Oversee the execution of retail merchandising, online sales, and marketing initiatives to grow revenue.
- Collaborate with the marketing team to develop advertising, promotional, and digital marketing programs.
- Ensure the retail sales floor and displays are maintained in a professional and customer-focused manner.

3. Financial and Strategic Oversight

- Prepare annual budgets, forecasts, and business plans for the Parts Department.
- Monitor sales, expenses, and profit margins to ensure the department meets financial goals.
- Approve expenditures and maintain cost controls in alignment with dealership objectives.
- Develop and present performance reports and recommendations to senior management.

4. Staff Leadership and Development

- Recruit, train, coach, and evaluate Parts Department employees to ensure high performance and engagement.
- Develop and implement compensation plans that align with productivity and profitability goals.
- Foster a positive work environment that encourages accountability, teamwork, and customer commitment.

- Monitor employee productivity and provide regular feedback and mentorship.

5. Vendor and Supply Chain Management

- Source, evaluate, and negotiate with suppliers to secure competitive pricing and delivery terms.
- Maintain strong relationships with manufacturers and vendors to ensure consistent product availability.
- Manage warranty and return claims within required timeframes to maximize credit recovery.
- Utilize available stock order and discount programs to achieve inventory and profit objectives.

6. Continuous Improvement

- Identify and implement improvements in sales growth, customer experience, and employee engagement.
- Ensure compliance with dealership policies, manufacturer programs, and industry regulations.
- Participate in strategic planning initiatives and contribute to dealership-wide improvement programs.

Employment Requirements

- Completion of secondary school required.
- College diploma or university degree in business administration or a related field preferred.
- Minimum 3–5 years of progressive experience in parts, inventory, or retail management—preferably within an equipment, agricultural, construction, or automotive dealership.
- Proven leadership and staff management experience.

- Strong knowledge of inventory control systems and dealership management software.
- Excellent communication, organizational, and problem-solving skills.
- Valid driver's license and clean driving record.

Core Competencies

- Leadership and team development
- Financial and business acumen
- Strategic planning and decision-making
- Customer-focused mindset
- Vendor negotiation and supply chain coordination
- Continuous improvement and operational efficiency

Working Conditions

- Full-time position; may require extended hours or weekends during peak seasons.
- Primarily office and warehouse environment with occasional exposure to shop or yard conditions.
- May involve standing, lifting (up to 50 lbs), and walking within the dealership.