Position: **Parts: Supervisor**
Business Unit: **Ford**
Location: **N1 City**
Reporting to: **Dealer Principal**

Overview: Job purpose and deliverables

NMI is looking for a **Parts: Supervisor** to lead and manage the parts department, drive sales growth, enhance customer satisfaction, and ensure the achievement of profitability and asset management objectives.

Purpose of the role: The Parts Supervisor will be responsible for maximising the sales of parts to internal and external customers, through the management of an empowered parts team focused on the acquisition and retention of customers, in order to achieve the agreed profit and asset management objectives. The role is also responsible for consistently meeting the objectives that cover the departments operating policies and standards to achieve both high levels of customer satisfaction, retention and profitability

Key deliverables and outputs: Analyse the motor retail market, dealer operations

- Understand and quantify the impact of incentive programmes of the manufacturer
- Manage financial risk, stocktaking and inventory security
- Apply Beyond Mobility's risk management procedures:
- No warehouse access is to be allowed to unauthorised people; check that all ceilings are secure, particularly false ceilings
- Returns for credit to be signed, receipted, binned and brought into stock immediately
- Manual invoice books must be secured
- Controlled by register and only used when the system goes down; manual invoices must be entered into the computer when online and allocated an invoice number; check penalties for trends and amounts
- Proof of Delivery notes must be filed with customer orders and invoices; van delivery schedules must be completed and filed each day; verify cash deposit slips with bank statements; ensure all cash is kept securely
- Ensure there are no COD accounts; ensure all credit applications are processed using Beyond Mobility's procedures; letters of appointment must allow for random body searches; use metal detectors on a random basis
- Provide information to help with credit risk assessment
- Prepare or and conduct parts stock counts. Conduct daily inventory cycle checks, in conjunction with the financial manager
- Maintain up to date inventory list (price file) in case of computer down time
- Monitor credit limits. Control and authorise all buyouts
- Assess and mitigate ethics and compliance risk
- Manage the parts process to satisfy the customer's needs
- Plan to ensure the availability of inventory and stock order requirements
- Plan and document the parts sales process, the parts procurement process and the customer order process
- Develop methods to ensure customers' needs can be analysed and agreed
- Plan to ensure the quality of products and services
- Plan to ensure the parts sales administration processes are completed correctly
- Manage the parts inventory resource
- Plan the monthly stock order requirements and produce a sales forecast. Carry out a daily stock review.
- Ensure the stock controller places orders on the factory and inter-dealer orders and correctly records all parts.
- Develop sound relationships with all suppliers

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- Develop sound relationships with all suppliers.
- Ensure that any claims are raised with the carrier and/or factory. Return all buyouts not sold in required time.

Overview: Essential individual competencies to be successful in the job

Academic qualifications

- Matric Grade 12
- Related tertiary qualification

Note

- Driver's License

Work experience.

- 5+ years in parts sales environment at management level.
- Experience engaging at executive management level.

Knowledge and Skills

- Extensive understanding of sales administration & sales control systems and standards
- Sound understanding of marketing principles and trends, including competitors
- Sound understanding of usury & financial legislation
- Sound understanding of CSI elements/scoring process
- Highly developed persuasive and influencing communication skills
- Solid problem solving and communications skills
- Critical thinking skills to analyze and diagnose requirements and solve relatively complex problems
- Computer, technology and systemsRead and write English
- Traffic rules and regulations
- Basic warehousing

Behavioural Attributes

- Commitment to behaving ethically and correctly
- Remain resilient with stress and pressures
- Inspiring leader
- Target driven
- A concern for financial goals, results to ensure business viability
- Building trusting relationships (staff, customers)
- A strong drive to create value for the customer

Level of Decision-Making	Level of Problem Solving
Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).	Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 05 November 2026
Email: Recruitment@nmi.co.za
Please Use Reference: Parts Supervisor – Ford N1 City
Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy