

Kelly Automotive Group Career Path Parts Counter Person to Leadership Role

Hired as a Parts Counter Person



Week 1:

- Introduce to all Team Members
- Spend ½ day shadowing a Service Advisor
- Spend ½ day in Body Shop
- Spend ½ day in Recon Department
- Review work schedule with Department Manager
- Review expectations with Department Manager



1 Week to 1 Month:

- Assess training needs
- Shadow other Parts Personnel
- Set up for Success



30 Day Review:

- Review performance metrics
- Review Counter Sales Results
- Set Goals & Expectations
- Review Training Requirements
- Set up for Success
- Partners well with Team Members
- Aligned with and Promotes KAG Values



6 Months to 1 Year + Review:

- Review performance metrics
- Review Counter Sales Results
- Set Goals & Expectations
- Review Training Requirements
- Set up for Success
- Partners well with Team Members
- Aligned with and Promotes KAG Values



Ideal Next Steps



Parts Manager:

- Meets and Exceeds all Forecasts
- Has the respect of Technicians and Advisors
- Partners with Other Department Managers & Managers from other stores
- Works well with KAG Leadership Team
- Timely and Accurate paperwork processing
- Good Work Ethic
- Happy, warm, and friendly
- Fully Factory Trained & Certified
- Proven President's Club Leader
- Achieves Above Average Factory Customer Satisfaction Scores
- Low Department Turnover
- Exceptional Coach/Leader/Mentor/Recruiter
- Promotes & Supports all KAG Training Processes & Efforts
- Aligned with and Promotes KAG Values



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