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## **PARTS AND ACCESSORIES ADMINISTRATOR | SALEM FACILITY | HYBRID**

Gardner, Inc. is the industry leader in channel management providing solutions that drive growth and profitability for clients and business partners.

*Gardner has been serving clients across the country for over 75 years as one of the largest family-owned and operated Outdoor Power Equipment and Commercial Parts Distributors in the nation. Gardner facilities are strategically located in; Ohio, Florida, Massachusetts, North Carolina, Tennessee and Oregon. Totalling over 900,000 square feet; the warehouses contain over 165,000 active SKUs and are capable of processing over 6,000 orders per shift. [Our goal is to provide the best possible value-added, customer experience every day.*

*The purpose of the Parts and Accessories Administrator is to provide support to the Sales team by ensuring teams have the resources and customer information they need along with acting as a point person resource for customers, OEM's, and Gardner warehouse for all parts & accessories related issues. This position reports to the Cub Cadet Business Development Manager*

### **ESSENTIAL DUTIES:**

- Provide support to the Gardner team – Support Territory Managers (TM's) and Customer Care Advocates (CA's); ensure the team has all data related to P&A (parts and accessories) to increase sales, including sales histories and order analytics.
- Product Expert – Become the expert on all Cub Cadet P&A related programs, promotions, and pre-season ordering campaigns., including customers and vendor relationships. The main point of contact for Cub Cadet with Post-Sales Support.
- Active Team Member - Work closely with Cub Cadet Wholegoods Administrator for seamless execution of shipments inbound and outbound, and Logistics. Attend all weekly meetings required and accurately report out. Suggest ordering and forecasting for all new product fast moving parts and accessories.

### **OTHER DUTIES:**

#### **CUB CADET SUPPORT**

- Understands and supports the CRM process for Cub Cadet.
- Develops customized reports and dashboards for the TM's and the Executive team.
- Sets up accurate reporting to measure Cub Cadet parts and accessories programs (weekly, monthly, quarterly, or annually).
- Works with Cub Cadet BDM and Team Cub on program suggestions and roll outs.
- Serves as a Cub Cadet Dealer resource, manage customer's daily parts orders.
- Completes P&A PSO execution in partnership with Cub Cadet.
- Supports TMs with new dealer Cub Cadet orientation.
- Attends Vendor meeting when required.

#### **SALES TEAM SUPPORT**

- Develops accurate reporting tools with Cub Cadet BDM to help TM's analyze their territory as needed or requested.
- Supports the CA's and TM's with vendor marketing tools & resources as needed.
- Possesses excellent knowledge of power equipment industry.
- Attends in-field dealer functions as needed; work with TM's and PDM's in field as needed.
- Demonstrates CORE VALUES through behaviors and actions among internal and external partners.

### **EDUCATION AND/OR SKILLS REQUIRED**

- High School Diploma or equivalent and at least 5 years' experience with parts and accessory wholesale in Outdoor Power Equipment or similar industry with sales experience
- Proficient in all aspects of Microsoft Office & MS Teams
- Highly organized and detail oriented; self-directed
- Excellent verbal communication
- Team oriented

#### **PREFERRED SKILLS**

- Bilingual (English/Spanish)
- Technical Background (Engines/Machinery vocabulary)

### **WORK ENVIRONMENT**

- This is a hybrid position (3 days remote, 2 days in office); may occasionally be asked to come in to office on remote days and must be able to arrive within 60 minutes if needed.
- Required - Remote Work: Home office setting with constant internet connection and availability for phone/video calls. Team Cub workstation provided at Gardner.
- Public Speaking - Presenting programs to Sales Team; Dealer training; and New Dealer Orientation

**CONTACT: [HR@Gardnerinc.com](mailto:HR@Gardnerinc.com)**

For More Information About Becoming Part Of The Gardner Team.

