**JOB DESCRIPTION – AFTERSALES MANAGER**

Job Title: Aftersales Manager

Job Holder:

Location:

Reports To:

Significant Relationships:

**OVERALL OBJECTIVE OF ROLE**

* Building strong relationships with external customers and securing long term business
* Dealing with dissatisfied customers and managing complaints
* Reviewing monthly sales and profit performance
* Ensuring the aftersales department achieves its targets
* Planning marketing events and campaigns
* Supporting team members in achieving their goals and directing them on day to day enquiries

**KEY TASKS AND RESPONSIBILITIES**

* Build, lead, motivate and develop a highly successful team that achieves its objectives.
* To manage all service and technical aspects for the full range of product with the objective of achieving the set targets.
* To assist with the facilitation and implementation of aftersales marketing related activities and the retail network and ensure that all activities are coherent in direction.
* Administer online marketing promotions tool for dealer network, manage and handle with the provider to achieve the aim of upholding standards at retail levels and maximise customer satisfaction.
* Assist with aftersales related market research and recommend improvement measures with the aim of continuously enhancing customer satisfaction with aftersales service.
* Formulate department budget, conduct operative planning, develop and use various reporting tools to facilitate the department planning and controlling.
* Plan, develop, and monitor dealer service and parts network. Oversee dealer standards assessments of all dealers and panel shops.
* Assist with the updating of service and parts standards as necessary, reviewed once a year.
* Administer and manage all aspects of customer and dealer complaints. Deal with any customer complaints pertaining to product reliability, assist dealers and customers alike to find resolutions to these complaints.
* Assist with aftersales business development of service, sales, and marketing, handle key supplier relationships. Assist national parts and service marketing campaigns/promotions for all dealers.
* Enhance customer satisfaction by providing effective training to retail network and resolving technical problems.

**KEY COMPETENCIES**

**Personal Qualities**

* A professional appearance and manner
* Excellent customer service skills
* Good organisational skills
* The ability to lead a team
* Good management skills
* The ability to work under pressure
* The skills to lead and coach others

Signed on behalf Date

of the Company

I have received a copy of this job description, read it, understood it and agreed to it.

Signed Date

Print Name