

After Sales Service Manager

Recruitment Information

Job Code:		Industry:	Cơ khí / Ô tô / Tự động hóa
Location:		Type of contract:	Permanent Employee
Salary:	Competitive	Type of job:	Full Time
Career level:	Manager	Qualification:	Bachelor
Age:	Unlimited	Other extras:	Lunch/Uniform

Company Description

Vietnam Star Automobile (Be established in 2005 by Lei Shing Hong - The foremost strategic partner of Mercedes-Benz Global) is The Largest Authorized Dealer of Mercedes-Benz in Vietnam, The No.1 FUSO Dealer in Vietnam and The Leading distributor of Freightliner parts. With more than 10 years working in automobile industry, Vietnam Star Automobile has always brought the best sale and after sale-services to its customers.

With all the unceasing effort, we have achieved some valuable awards, such as Service Excellent Award in 6 consecutive years, and got the highest Customer Satisfaction Index Score among all Vietnam Mercedes-Benz dealers in 7 years continuously.

Công ty TNHH Ô Tô Ngôi Sao Việt Nam (thành lập vào năm 2005 bởi tập đoàn Lei Shing Hong - Đối tác chiến lược hàng đầu của Mercedes-Benz toàn cầu) là Nhà phân phối Mercedes-Benz lớn nhất Việt Nam, Đại lý FUSO ủy quyền xuất sắc nhất của Mercedes-Benz và là Nhà phân phối phụ tùng Freightliner hàng đầu.

Với kinh nghiệm hơn 10 năm trong thị trường xe tại Việt Nam, Vietnam Star Automobile luôn mang đến những chất lượng dịch vụ trước và sau bán hàng hoàn hảo nhất. Nhờ những nỗ lực không ngừng, chúng tôi đã đạt Giải thưởng Dịch vụ Hậu mãi Xuất sắc liên tiếp 6 năm và 7 năm liên đạt chỉ số hài lòng khách hàng) cao nhất trong tất cả các đại lý của Mercedes-Benz trên toàn quốc.

Job description

* Planning

- Define market targets for workshops and the spare parts business, draw up a corresponding annual plan
- Compile and maintain a resource plan for the workshop and warehouse and develop concepts and measures for load optimization
- Ensure planning for facilities, bays, machines, tools, diagnosis installations, etc. is carried out correctly; optimal design of workplaces and processes
- Prepare planning and calculations for investments in workshops, facilities and HR
- Develop concepts for increasing benefits for the customer, turnover and profitability
- Plan workshop capacity
- Plan technical and product training

* Human Resources management

- Responsible for HR requirements and recruiting/exit of staff
- Manage, coach and motivate employees
- Assess employees, set up development plans and give feedback
- Ensure yearly training plan
- Appraise employees and determine of variable salary/bonus

* Business Management and Controlling

- Monitor and optimize vehicle turnover, labor sales, part sales, cost operation
- Monitor and optimize productivity, performance and efficiency of employees/workshop
- Analyze attractiveness/profitability of key customers and customer groups/types of business
- Determine extent of utilization of own market potential
- Plan and control customer loyalty activities

- Plan and control customer surveys and other measures to monitor customer satisfaction

*** Operative Management**

- Ensure smooth workshop operation
- Guarantee correctness and professionalism of customer services
- Ensure professional customer complaint management
- Ensure all operative management tasks of workshop managers are in place
- Select external service providers (e.g. paint work/body shell) according to guidelines and concluding the corresponding contracts
- Utilize customer services contacts to actively provide sales advice and ensure support of sales staff in technical questions
- Monitor efficiency of processes in workshop
- Ensure correct job time planning and task allocation for workshop
- Organize acquisition of workshop equipment and expendable materials
- Monitor compliance with health, safety and legal regulations
- Ensure quality/final control of the repaired vehicles
- Ensure service and invoicing regarding spare parts is carried out according to MB guidelines
- Cooperate with the spare parts management
- Monitor inventory documentation and control inventory optimization

*** Quality Management**

- Ensure processes are defined, followed and optimized regarding services and quality according to MB standards
- Ensure measures for effective labor protection are taken, coordinate these measures and control compliance with safety regulations
- Organize and ensure correctness of auditing/quality management certification
- Ensure deadlines are met and documentation is available for maintenance jobs on facilities, machines, etc.

*** Marketing**

- Review regularly prices for workshop services
- Plan and control Service advertising/external cooperation partners
- Implement and monitor after sales marketing activities
- Monitor the regional/local market with respect to new competitors
- Carry out analyses of the competition/benchmarking in Services

*** Information Management**

- Ensure the service literature, product brochures as well as process documentation and the required software is up to date, complete and available
- Ensure information from MB is followed up, archived and made available to others
- Monitor reports in the media on the Mercedes-Benz brand and on competitors' products

Skills required

- MBA/University degree in management or automotive engineering
- Minimum five years experience in workshop/after sales business /Customer service management in a dealership or equivalent experiences from other functions
- Understanding of System and key figures of workshop analysis system
- Detailed MB vehicle technology and product knowledge, possibilities and problems of fault diagnosis and repair work (desired)
- Detailed knowledge of material shipping and material control as well as purchasing and warehouse management, national and foreign stationary regulations regarding shipping (desired)
- Market analysis, advertising, product presentation, after-sales product and services
- Knowledge of market and products, basic commercial and legal knowledge, sales regulations
- Communication in English and Vietnamese

Other Information

Probation time 2 months

Working time

Working experience **5 year(s)**

Training opportunities **dynamic and good working environment.**

Colleagues **friendly, good cooperation.**

Annual leave

Benefits. **bonus/ quarter and good benefit depend on complete working yield.**

Contact Information

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