

AFTER SALES MANAGER

JOB REF: 0739

Our client is a vibrant, progressive and well-known business who designs, manufactures and exports a range of products to the waste recycling sector across the globe. The company have an excellent opportunity for a customer focussed Aftersales Manager to join the senior management team. Reporting to the General Manager, this challenging role will be to assume responsibility for the aftersales activity of the company, and the delivery of a world-class experience for customers. This role is key to the business and involves working with a dedicated team and leading them forward on the company's ambitious growth path.

Job Purpose

The Aftersales Manager will be responsible for all aspects of the department and will therefore have a significant impact and contribution to the success of the business. This is a fulltime permanent post based in Dungannon, though the role will involve some travelling.

Key expectations:

- Deliver against customer service level agreements
- Deliver budget of department
- Responsible for the Health and Safety of the department
- Engaged staff
- Team fully and continually trained to highest standards
- Grow department to support all international aftersales activities

Responsibilities:

- Lead, develop and motivate staff towards the achievement of targets and objectives
- Develop internal processes to improve efficiencies
- Oversee day to day operations of the aftersales department in line with budgets
- Management of field service engineers ensuring customer expectations are met and field team members have a full understanding of tasks
- Training of field engineers to ensure a high standard of work carried out on site and adherence with appropriate industry, legal and site-specific standards
- Ensuring that customer concerns and machine issues are investigated promptly and effective corrective and preventative actions are implemented
- Developing and governing department and field service engineers KPIs
- Setting and achieving customer expectations by providing full SLAs, risk assessments and method statements
- Management of stock levels in all locations
- Ensure computer software is used effectively in the department

- Development of interdepartmental processes to ensure an excellent customer experience
- Deliver 24/7/365 aftersales cover to key customers

The Person

Experience & Qualifications:

- Whilst a third level qualification is preferred, a proven track record of achievement in an aftersales (or equivalent) environment is considered essential
- Commercial experience with track record of dealing directly with customers
- Experience of and a proven track record of staff management, appraisal and development of team
- A strong motivator with excellent communication skills
- A good level of technical experience would be beneficial
- Proven track record of consistently meeting financial targets

Knowledge, Skills and Abilities:

- Ability to motivate and lead a team
- Excellent communication and IT skills
- Drive and energy for results
- Practical and commercially aware
- Business acumen
- Ability to prioritise and organise
- Timely decision making
- Ability to work in an environment that is fluid with constantly changing priorities
- Highest level of integrity, honesty and trust

To Apply, please submit CV via the link or email it to info@spectrumes.co.uk

The Company reserves the right to vary criteria at the shortlisting stage.

Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.

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