



PR/122390 | Aftersales and Service Manager

Job Information

Recruiter

JAC Recruitment Indonesia

Job ID

1512071

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

Indonesia

Salary

Negotiable, based on experience

Refreshed

December 24th, 2024 10:25

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Key Responsibilities:

1. Strategic Planning: o Develop and implement the aftersales and service strategy for Koenigsegg hypercar brands. o Align aftersales objectives with overall business goals and brand standards.
2. Team Leadership: o Lead and manage the aftersales and service team, including certified technicians, service managers, and customer service staff. o Provide training and development to ensure high standards of service and technical expertise.
3. Operational Management: o Oversee day-to-day operations of the service department, ensuring efficiency and customer satisfaction. o Monitor and manage service department performance, including repair turnaround times and customer feedback.
4. Customer Relationship Management: o Ensure exceptional customer service and address any service-related issues or complaints. o Develop and implement customer retention strategies and programs.
5. Technical Expertise: o Stay updated with the latest advancements in automotive technology, especially related to hypercars and high voltage components. o Ensure the team is knowledgeable and equipped to handle complex technical

issues.

6. Financial Management: o Manage the service department budget and control costs. o Set pricing strategies for services and repairs, ensuring profitability.

7. Quality Control: o Implement and maintain high standards for service quality and repair accuracy. o Conduct regular audits and inspections to ensure compliance with brand standards.

8. Vendor and Supplier Management: o Manage relationships with parts suppliers and service vendors. o Ensure timely availability of parts and tools needed for service operations. 9. Reporting and Analysis: o Analyze service department performance data and generate reports for senior management. o Use data to identify areas for improvement and drive continuous improvement initiatives

Company Description