

Job Description

JOB TITLE:	Aftersales Manager
LOCATION:	Worthing Audi
DEPARTMENT:	Service
HOURS OF WORK:	8.00am to 6:00pm Monday to Friday
SALARY:	Commensurate with skills and responsibilities

Job Purpose

To achieve parts and service volumes and profit objectives through motivating and developing the Aftersales team to be fully competent in their job roles.

To manage the sourcing and supply of Audi vehicle parts and monitor all service processes, ensuring that all customers receive excellent customer service.

Signatory powers/specific authority

Financial sign off:

Purchase authority as required to ensure that department operates effectively, Authority to make a goodwill adjustment to a customer's Invoice in the interest of improved customer satisfaction. Authority to discount labour sales and parts discount.

Reports To:

Head of Business

Key working relationship with:

All Centre staff, other company managers, manufacturers representatives, credit company representatives, suppliers and representatives of statutory or legislative bodies. Workshop Manager, Service Advisors, Master Technician, Technicians, Apprentices, business manager, other company managers, sales executives, admin and telephone reception staff, parts staff, drivers and valeters.

Responsible for:

Workshop Controller, Service Advisors, Warranty Administrator, Master Technicians, Technicians, Apprentices, Parts Advisors and Drivers.

Key Responsibilities

Maintain standards of performance of the parts and service teams through effective coaching and performance management.

Recruit and select team members in line with organisational requirements.

Maintain customer service standards and ensure understanding and adherence to the requirements of CSS within the Audi Centre

Ensure sufficient resources are available to meet servicing requirements and regularly review key operating controls (labour efficiency, labour sales, cost of sales).

Ensure effective stock control and warehouse management through regularly reviewing key operating controls (negative stock reports, PDR's, margin and volume performance) in line with Audi (UK) and Audi Centre operating requirements.

Maximise commercial opportunities through developing and implementing campaigns within specific market sectors.

Monitor and evaluate customer needs and competitor activity in the market, ensuring that marketing campaigns are relevant and targeted.

Ensure all Service processes meet HSO requirements and that they are implemented in a consistent manner.

Regularly communicates and interacts with members of other departments to develop the business and the Audi Centre team ethos.

Maintain a safe and healthy working environment, ensuring staff comply with Health and Safety requirements.

Other Responsibilities

Training Co-ordinator

Acts as training co-ordinator in service department and confers with Head of Business
Responsible for conducting internal coaching sessions as required
Is point of contact for Audi Training Academy representative concerning Service training

Fire Marshall

In the occurrence of a fire, responsible for ensuring that all staff are safe and out of the building
Responsible for knowing where all the fire extinguishers are and what fire's they can be used on.
Responsible for the maintenance of all fire extinguishers.

Single Point of Contact

Single point of contact for all communication from the Audi help desk.

Customer Care Assistant

Log, monitor and control customer complaints
Liaise with customers
Liaising with all internal departments

Absence

In periods of absence the position is deputised by the Head of Business, Parts Supervisor, Workshop Controller, Warranty Administrator and Master Technician for all relevant areas.

Deputises for.

Service & Parts Supervisor, Workshop Controller, Warranty Administrator and Head of Business concerning Aftersales issues.

General Duties

To provide customer estimates according to company policy on schedules, times and pricing.
Where necessary, invite the customer to talk about a vehicles problem directly with technicians.
Organise drivers to collect and deliver customer vehicles according to schedules.
Implementation of company and manufacturer service promotions.
Ensure the latest product information is understood, development of personal knowledge and experience in order to improve profitability, customer satisfaction and efficiency.
To ensure account customers have sufficient credit to enable all work advised to be carried out as agreed.

Obtaining prior authorisation/order number where necessary for additional work to be completed.
To ensure all cash sales are charged and money collected on completion of work prior to the delivery of the car.
Credit facilities to be granted only to customers who have official account.
To accurately maintain document control systems.
To constantly review all areas of responsibility, and discuss with the brand manager any ideas that may be had for improvement or change, to carry out random inspections of a selection of job cards and service sheet to confirm all relevant work has been completed and documented.
To advise the Head of Business of all customer problems and or departmental problems.
Processing of daily cash and cheques.
To ensure that all campaigns are performed according to the manufacturer.

Key Competencies must be able to:

Leadership

Lead by example to achieve clearly defined goals.

Strategy Development

Develop a strategy to achieve both the departments goals and objectives taking into account the organisational values, resources and external environment.

Managing People

Recruit, manage and develop the teams to ensure that departmental objectives are met.

Effecting Control

Implement and maintain proper controls and processes within the function. Taking appropriate action in shortfall situations.

Relationship Building

Build relationships with senior managers from within the Audi Centre and from Audi (UK) to ensure the Centre receives the appropriate level of support.

Customer Focus

Be aware of and understand customer requirements and how they can be met through the Audi Centre.

Communication

Communicate clearly and concisely at all levels, with internal and external customers.

FCA Certification

Successfully pass the Annual assessment of the Certificate in General Insurance for the Motor Industry. Ensure compliance with FCA Regulations.

Notes

The Employee carries out their allocated work independently and under their own responsibility. He/she also does work which is not mentioned in the job description, because of its incidental nature, but is nevertheless part of the job.

The Employee has the right to obtain information from their Manager about the work allocated to them.

He /she provides their Manager of their own accord with important information about their working field and gives and/or obtains the necessary information from colleagues to ensure a proper running of the business.

Other Duties

Any other duties commensurate with the post as requested by the Branch manager.

Confidentiality

All information relating to customers and the business is to be treated confidentially in line with Company procedures.

Health & Safety

Caffyns has an obligation under the Health & Safety at Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

Terms and Conditions of Employment

Other terms and conditions are as reflected in the contract of employment.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Aftersales Manager

**Person Specification
Aftersales Manager
Worthing Audi**

QUALIFICATIONS

Essential

GCSE Grade C or above in English and Maths or equivalent

Desirable

City and Guilds in Motor Vehicle Technology or equivalent

National Craft Certificate or Equivalent

NVQ/SVQ levels 2 and 3 in Customer Service or equivalent

Previous experience with the Audi franchise or other sister brands

ATTAINMENTS/COMPETENCIES

Essential

Ability and skills to deal with the overall management of the Service Department

Good understanding of all Financial KPI's of Service

A good level of appropriate training which relates to the Service Managers role

Desirable

Knowledge of and ability to apply vehicle service and warranty processes

Word processing/Excel skills

Knowledge of warranty administration systems

SKILLS REQUIRED

Essential

Good oral and written communication skills

Ability to work in a customer focused manner

Can lead by example and is totally focused on providing a high level of Customer Care

Able to motivate and lead others to perform in all aspects of their role

Desirable

Self-prioritise workload according to the business needs

SPECIAL APPTITUDES

Essential

Self-motivated and able to work under pressure

Commitment to Caffyns' aims and objectives

Desirable

Knowledge of/can demonstrate ability to work with manufacturer based IT systems.