

Aftersales Supervisor Jobs in Khorfakkan Fujairah | Al Futtaim

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Company: Al Futtaim

Location: fujairah

Category: other-general

1- Aftersales Supervisor

Job: Full Time

Location: Fujairah, UAE

Description:

We are currently looking for technically competent & performance driven Aftersales Supervisor to work for Toyota in Khorfakkhan. Reporting to the Dealer Principal, you will drive the achievement of set targets – revenue, gross margin, Net Promoter Score (NPS), branch profit and loss, while managing the overall service center’s performance to consistently deliver seamless customer experience.

Job Responsibilities:

Drive branch performance to achieve sold hours target, revenue target, accessory and SMC sales and recovery rate target

Ensure and monitor optimal capacity of resources in the service centre to deliver Total Quality Management and improve service retention.

Compliance of local Government and Principal Policies and procedures to minimize Operational Risk at the service centre.

Constantly evaluate through performance management and coaching, all direct reports to support the development and growth of all associates.

Job Requirements:

The ideal candidate for this role should possess the following qualifications, experience, knowledge and skills:

Bachelor of Engineering, preferably Automotive or Business Management or equivalent.

10 years overall experience with Automotive dealerships; of which a minimum of 5 years in aftersales at managerial level.

Knowledge of Automotive dealer / distributor business processes, Strategic problem resolution skills, ERP skills, ability to lead change processes, and provide coaching and leadership.

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