

Service Operations Consultant

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Company: Caterpillar Dubai

Location: dubai

Category: other-general

The job posting is outdated and position may be filled

Responsibilities:

- Be an expert in process improvement methodologies to improve dealer profitability, efficiency and operational excellence.
- Liaise among dealers, customers and other Caterpillar personnel
- Perform complex analysis work; identify and resolve strategic problems.
- Lead or support assigned service improvement projects, particularly, but not only, in the area of technology for service (systems, apps, ...)
- Counsel dealers to best leverage technologies in the service space & help coordinate communication & awareness within the region.
- Demonstrate skill in negotiation, build consensus and achieve compromise.
- Assist dealers in business planning; counsel dealers and recommend changes to facilities, tooling, systems and effectiveness.
- Advise on existing and potential customer service issues and improvement measures; analyze and report on commercial impact of product problems.
- Assist with process evaluation and dealer participation in Caterpillar improvement programs.
- Apply decisions to support and develop product sales, dealer effectiveness, overall segment growth, NPI process, process improvement, warranty policy.
- Apply knowledge of products, technology, industry, and product support, to support Caterpillar, dealer and customer expectations and needs and contribute to strategic planning

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