



# Automotive Aftersales Specialist

## The Opportunity

ECS currently have vacancies for Automotive Aftersales Specialists, based in Europe, to service existing customer demand and contribute to business growth with new customers and services.

## The Role:

The primary responsibility of the Automotive Aftersales Specialist is to provide a range of coaching, training and audit services to dealers on behalf of Vehicle Manufacturers (VMs) and National Sales Companies (NSCs). The services include:

- The application of specialised Data Analysis and Dealer Profiling programmes to establish NSC and dealer behaviour, and identify appropriate cost control and development activities.
- Delivery of Coaching, Training and eLearning programmes to support dealer understanding and compliance.
- Using sophisticated audit and reporting tools that:
  - Enable dealer claiming behaviour to be investigated in an objective and consistent manner.
  - Identify non-compliant claims and potential charge-back values.
  - Produce detailed action plans that address any necessary development requirements.
- Conducting Remote Audits, Dealer Assessment Contacts and Support Visits to be able to offer the most effective and efficient solution to satisfy the client's requirements.
- Undertaking Market Reviews – benchmarking dealer and NSC current level of know-how and compliance with VM's requirements.

The objective of these programmes is to support and encourage dealers to achieve high levels of compliance with the VMs warranty and aftersales requirements by implementing best business practices. Programme results are presented to the dealer management team and activity plans are agreed to address any areas of shortfall.

## The Profile:

Specialists must have a good knowledge of Dealer / Manufacturer / NSC organisation and philosophy, together with a comprehensive and detailed understanding of their warranty and aftersales policies and procedures.

Key requirements for the Specialist are:

- Motor vehicle technical experience.
- Manufacturer / NSC / Dealer experience – typically in Warranty Management, Aftersales Management, Customer Service or Field Management roles.
- Detailed understanding of warranty systems, policies and procedures.
- Good communications and influencing skills – verbal and written.
- Computer literacy (Microsoft Office and web-based products).
- Ability to work without supervision.
- Ability to spend a significant time away from home.
- A reasonable level of spoken and written English, or the ability and willingness to learn / improve.
- Coaching / training / auditing experience will be an advantage – but full training will be provided.