

**Job title:** After-sales Department Manager  
**Department:** After-sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Reporting to the manager of fixed operations or the general manager, the incumbent is responsible for the after-sales department. Runs the after-sales department efficiently and in a profitable manner, by managing personnel efficiently and obtaining customer loyalty, containing costs, attaining objectives and maintaining all after-sales department records. Ensures that the time the technicians are available is sold to the maximum.*

**The MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

#### **Administrative tasks**

- Plans department objectives, jointly with his/her supervisor, and attains them.
- Prepares and manages the annual operating budget of the after-sales department.
- Ensures that he/she is able to issue the reports required by general management and the manufacturer.
- Devises and implements a marketing plan to solicit new clientele and maximize retention of existing customers.
- Keeps abreast of federal and provincial regulations and municipal bylaws governing maintenance work, such as those concerning the removal of hazardous waste, etc.; understands and observes them.
- Is familiar with, and applies, the manufacturer's warranty conditions and policies.
- Ensures that all documents required by the manufacturer or the general manager are available and properly completed.
- Verifies and follows up on orders for parts, together with the parts manager, to ensure a readily available supply.
- Examines the rules applying to warranty policy, understands and implements guidelines with regard to warranties, sees that claims are appropriately processed and forwards details and clarifications on the warranties to customers.
- Initials all work orders before they are submitted to the warranty department.

- Advises the technicians responsible for repairs of the time allocated for each work order.
- Maintains a top quality repair service and reduces returns to the shop. Intermittently checks work performed, to ensure that it meets strict quality standards.
- Keeps up-to-date on new equipment and tools, and makes purchasing recommendations.
- Sees to the cleanliness of the work areas and customer waiting room.
- Liaises with representatives of the manufacturers.
- Ensures that special tools are properly maintained and stored and that stock is sufficient.
- Ensures that the customer files of the after-sales department are up to-date and easily accessible.
- Prepares lists of labour costs for the more routine maintenance jobs.
- Takes part in management meetings.

### **Tasks related to human resources**

- Verifies the performance of the employees in his/her department, making use of the appropriate reports, verification systems and surveys.
- Hires, trains, motivates and advises after-sales department employees and ensures that they are productive.
- Holds periodic meetings of department personnel.
- Prepares the activity schedule of all department employees and enforces compliance.
- Endeavours to promote harmony and a team spirit within his/her department, as well as with all other dealership departments.
- Plans and/or organizes the technical training, and refers employees to appropriate training schools, as necessary.
- Verifies the technicians' daily productivity reports, as well as the documents used to prepare the payroll.
- Regularly evaluates the performance of the personnel in the departments for which he/she is responsible.

### **Tasks related to customer service**

- Builds and maintains smooth relations with the customers, to obtain their loyalty, and takes note of any potential customers they may recommend.
- Builds and maintains smooth relations with professional training schools, to facilitate personnel recruitment activities.
- Ensures that all customers are welcomed as soon as possible, and that they are given reasonable estimates of the costs and time required for their repair jobs and maintenance work.
- Handles customer complaints as soon as possible, based on dealership guidelines.
- Implements and maintains a customer satisfaction system for the after-sales department.

- Analyzes all reports on customer loyalty and makes recommendations to his/her supervisor, where applicable.

### **Miscellaneous tasks**

- Is responsible for workplace health and safety.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

## **SECONDARY TASKS**

- *Description of one or more secondary tasks to be added, according to your needs.*

## **JOB REQUIREMENTS**

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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***N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.***