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# Example of After Sales Manager Job Description

Our company is growing rapidly and is looking for an after sales manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for after sales manager

* Respond to client’s pre and post bid technical questions in an efficient and clear manner to maximize clients’ confidence in SPIG’s proposal
* Recommends annual sales goal and appraises senior management on status of wet cooling aftersales and service opportunities
* Coordinate and participation in sales and service “Road Show"
* Formulate strong after-sales goals such as Service Contract Implementation, with the objectives of supporting sales
* Responsible for service and after sales business in UK (capable of doing physical maintenance on-site)
* Drive growth in the business by being pro-active in sales efforts
* Provide technical support and troubleshooting to all customers in UK (phone, e-mail and on sites)
* Management of WRE Service team in UK (2-3 employees)
* Management of the network of service sub-contractors in UK (technical support, coordination, development of competences, extension or reduction of network, commercial agreements)
* Administration of own work

## Qualifications for after sales manager

* Ability to multi-task and proficient in Microsoft Suite
* Counsel and advise dealers on goodwill decisions of goodwill spending and monitor budgets
* Deliver operational excellence as measured by twice a year NADA dealer survey results
* Bachelor's degree, in business, automotive or related field preferred with 5-7 years of experience, prior experience with an OEM calling on dealerships or working with dealerships from a customer relations and automotive repair perspective
* Ability to work independently, multi-task and have proficiency in Microsoft Suite applications
* Support EVP, Group After Sales and direct reports in all key HR initiatives including talent reviews, key talent identification, succession planning, performance management process, top employer, leadership development, and diversity