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# Example of After Sales Manager Job Description

Our growing company is looking to fill the role of after sales manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for after sales manager

* Understanding Customer Satisfaction objectives and After-Sales strategy, supporting, tracking and undertaking key After-Sales Projects as required
* Ensuring the timely delivery of extensive After-Sales reporting requirements
* Conducting business and growth modelling, OP impact analysis, dealership bonus model steering, checking, parts discount and rebate process
* A-S system expertise & enhancement management for systems such as COGNOS, SPICS, CSI, Portal, MRA Cockpit, ICC and PEP
* Developing Parts Pricing strategies to achieved best results for Customer TCO, Dealer profitability & Part sales target achievement
* Parts discount budget responsibility, process design and auditing
* Developing business processes and procedures
* Make clear contributions to the overall company NPS measures but specifically through the ‘Swap’ and ‘returns’ measures
* Ensure contractual service obligations are met by OEM’s, ODM’s and Repair organisations whilst controlling cost and revenue across the returns and care channels
* Drive continuous improvement through the OEM’s, ODM’s and repair organisations to maximise service but minimise cost

## Qualifications for after sales manager

* Approve all Group After Sales employee discipline and discharge actions
* Manage workers compensation, disability, and FMLA issues at the local level
* Implement HR initiatives within client base and/or facility to support key components of HR strategy such as top employer, top team, top performance, diversity, and wellness
* Supervise HR Consultant supporting the Parts warehouses
* Ability to manage client solutions and maintain collaboration under challenging conditions
* Monitor and report dealer After Sales and parts performance metrics and develop tools to ensure that process improvement measures are implemented (Critical Alert )