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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

* Be a subject matter expert and represent the aftersales functions in Director level conversations at both an operational and project delivery level
* Manage, achieve and improve productivity standards across operational scope and drive operational efficiencies and revenue growth to enhance profit margins
* Responsible for sustaining and developing improved levels of operational quality of processes
* Complete daily analysis of operational performance determining root-cause of problems
* Ensure all processes and measures are maintained and compliant with the appropriate quality standards
* Develop and implement appropriate reporting and controls to ensure maximum recovery of costs from relevant parties (OEM, ODM, Customer, Repairer)
* Timely cascade of BTSC comms and articulation of key messages from W&V and wider BT
* Proactively take forward the BT people management agenda and that Performance, Conduct and Attendance issues are dealt with timely and professionally in line with the relevant HR process to address/overcome
* To coach his/her managers to the standard required to meet business targets by using development / coaching techniques
* Continuous development - the role holder will need to understand the companies approach to continuous development

## Qualifications for after sales manager

* Analyze, monitor and report process gaps and performance variances in region (Warranty, Goodwill)
* Provide direction and tools to dealer net including clarifying, interpreting and answering questions related to After Sales processes and dealer metrics
* Train and develop performance of dealer net in regards to new processes, policies, tools
* Work with After Sales Organization (Service, Parts) to develop and implement programs in region
* Monitor and assure dealer technical readiness and their repair quality
* Support the process of determining market oriented priority lists for parts shortcomings