



Job Description - Dealer Aftersales Controller

Job Title: Dealer Aftersales Controller
Department: Aftersales
Location: Linbro Business Park
Reporting to: Head of Dealer Aftersales Controller

Purpose of the Job:

- Build good relationships with dealers in accordance with SASA's policy and contribute to the growth of both parties' businesses.
- Support dealer operations by providing appropriate guidelines at the right time.
- Provide necessary support by visiting dealers as appropriate, both in South Africa and overseas.
- Provide indirect and direct support for technical issues and customer care-related problems occurring at dealerships, and work towards resolving them.

Duties & Responsibilities:

Duties and responsibilities include the following:

1. Dealer Operations, Relationship Management and Performance:

- Providing the Suzuki Dealer network with a high level of service support to ensure customer satisfaction, as well as insight into the improvement of their businesses
- Support the Suzuki Dealer network terms of after sales service and operations, in addition, assure that these are done according to Suzuki recommendations (physical dealer organisation, implementation of materials, human means and commercial policy application, including the Fundamentals of Commercial activity)
- Implementation, Communication and/or Monitoring of:
 - Dealer service and profitability
 - Dealer forecasts
 - Marketing and advertising activities
 - Maintenance of the Suzuki corporate identity.
 - Monthly and quarterly dealer targets
 - Monthly vehicle retentions
 - Service programmes and best practice initiatives
- Ensure coherence in the deployment of all commercial activities in the respective dealer territories and in relation to the complete network
- Ensure efficient communication between the Suzuki Dealer network and the different SASA departments
- Ensure that the Suzuki Dealer network adheres to Sales and Operational Standards



2. Dealer Performance:

- Monitor CSI results &, if necessary, develop action plans to re-align CSI with SASA standards.
- Ensure dealers have the correct building signage internal & external.
- Planning and execution of dealer visits in accordance with SASA standards and explain and implement the quality of service regarding the guidelines set out in the Dealer standards and franchise obligations.
- Establish operations in accordance with the Warranty Policy
- Confirm that communications from SASA, such as Bulletins, are conveyed to dealers and establish the process to ensure this.
- During dealer visits follow up with them regarding issues that were brought up on the last visit, to ensure they have been resolved or action plan implemented.

Knowledge, skills & Attributes:

- Understanding of workshop best practices & protocol.
- Practical orientation with Energy & Drive.
- Assertive and decision making.
- Initiative & integrity.
- Effective presentation
- Team player
- Qualified technician
- Frustration tolerance
- Flexibility
- Methodical approach
- Be able to produce detailed technical reports.
- Excellent people skills.
- Proactive
- Understanding and compliance with Suzuki's corporate policies and SASA's policies.

Critical skills knowledge:

- Relevant technical qualifications with experience of accessory fitment, especially electrical installations.
- Relevant experience working in a dealership as service manager or aftersales manager
- Autonomous functioning and self-reliance in maintain own workflow, priorities and meet business requirements and deadlines.
- Strong decision-making and problem-solving skills with ability to establish new systems, processes, and procedures.



- Effective communication and Interpersonal Relations skills.
- High level of computer literacy, particularly in the following: Microsoft (Excel, Word & PowerPoint)

Special requirements:

Extensive local travel will be required.

Willingness to work flexibly, outside of regular office hours

From time to time may be expected to fly with 24 hours notice.