

JOB DESCRIPTION

Name/Job Title:	Regional After Sales Manager
Department/Cost Centre/ Location:	Scotland
Company / Division:	Mitchell Powersystems
Reporting to:	After Sales Manager
Main job purpose: Lead and take responsibility for the aftersales activities throughout Scotland, focussing on new customers and service sales growth, opportunity management, customer service, customer satisfaction and profitability.	
<p>KEY DUTIES AND RESPONSIBILITIES</p> <p>Sales:</p> <ul style="list-style-type: none"> • Drive service and parts sales through the Mitchell business working with service operations to maintain and develop existing and new customer sales through appropriate propositions • Lead and focus on securing contracts and service level agreements • Manage contract evaluation & bid process. • Account management of all contracts • Management & reporting of aftersales opportunity pipeline using Syteline CRM • Collation and documentation of market sector/product populations and opportunities • Work with franchised partners to implement aftersales initiatives • Monitor and report on competitor activities and provide relevant reports and information • Work with key internal personnel to ensure stock availability to support customer expectation, delivery acceptance, and pricing competitiveness <p>Efficiency and resource management:</p> <ul style="list-style-type: none"> • Maximise efficiency by using market analysis and utilising effective systems, tools & processes • Continue to develop personal market knowledge to keep up to date with client developments, particularly related to the services provided by Mitchells <p>Customer Service/Satisfaction:</p> <ul style="list-style-type: none"> • Manage day to day relationships internally with management team, and specifically with service operations to ensure our services are delivered in line with our customer expectations 	
<p>LINES OF COMMUNICATION:</p> <ul style="list-style-type: none"> • Line manager – After Sales Manager • Internal - Branch Managers • Internal - Parts Sales Manager • Internal – Finished Product sales Manager • Relevant Manufacturers and Suppliers • Credit control 	
<p>ANY OTHER DUTIES / RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Maintain a good level of industry knowledge including legislative and technical issues • Represent Mitchells professionally within the industry as required • Use skills and abilities to support staff in all areas of the business 	

If you wish to be considered for this position, please forward your CV to careers@mitchells.co.uk

Closing Date: 2nd December 2019