



AVIDA Motorhomes & Caravans

Aftersales Manager

Full time

Avida is a family-owned business, proudly manufacturing quality Motorhomes and Caravans in Australia since 1965. Located in Emu Plains in Western Sydney, NSW, we have a dealer sales and service network throughout Australia and New Zealand.

We are seeking to appoint an experienced **Aftersales Manager** to provide professional and technical support to our Service Network and Customers.

This is an exciting time in our business as we continue to grow and develop our LEAN practices, as we strive for World Class.

About the Opportunity:

As a pivotal resource for our dealers and customers, the Aftersales Manager will play a vital role in leading and motivating our professional Aftersales team, with a primary focus on providing exceptional customer service and the development of the Aftersales department, both for internal and external customers.

The Aftersales team is focused on delivering an exceptional ownership experience for Avida customers. The team works closely with our dealer network to ensure vehicle servicing, repairs, warranty, maintenance, training, spare parts, technical support, and customer support are delivered to the highest standards.

As the Aftersales Manager, you will be responsible for:

- The management of all warranty claims, customer resolution, training, spare parts, and technical support.
- Motivating and developing a high-performance team.
- Preparing, monitoring, and reports on department budgets whilst driving results.
- Developing and implementing processes and systems to continually improve product quality, develop dealers and reduce warranty costs.
- Managing technical issues and offering technical advice emanating from telephone calls, emails, and other forms of communication from service dealers and customers.
- Providing a high standard of service to the team, our customers and dealers.

In this hands-on role, you will be responsible to achieve an exceptional customer experience by keeping the customer at the forefront of all decision making.



You will identify, develop, and implement projects to improve the customer experience.

To be successful, you will be a natural leader who is driven with high energy levels and can motivate your team to achieve and exceed all financial and customer satisfaction KPI's.

What We Offer:

- Monday to Friday with early Friday finish.
- Member of the Avida Leadership Team.
- A culture of continuous learning, growth, and development.
- Being an integral part of our journey to World Class.
- Onsite parking and a convenient location with close proximity to a train station
- Access to an Employee Assistance Program; and
- On average, 2 close downs per year, generally over Easter & Christmas.

Job Tasks and Responsibilities:

- Manage the day-to-day operations and administrative processes associated with Avida Service, Technical, Warranty, Training, Spare Parts and Customer Service.
- Planning departments activities, analyse results and consistently consider ways to improve efficiencies, product quality and reduce warranty costs
- Participating in budget setting process and ensure achievement of all financial and customer service KPIs.
- Identifying new opportunities for continual improvements
- Handle escalated complaints and own the issue through to resolution.
- Lead and drive a proactive team culture by ensuring a high level of service and support is maintained to our customers, dealers, service centres and our internal departments.
- Develop a strong relationship with key aftersales staff within the dealer network and provide updates via service bulletins.
- Implement new policies, procedures and system changes as required to provide a better service for dealers, service centres, and customers.
- Management of accurate parts forecasting including dealer inventory.
- Co-ordinating the departments training requirements and dealer online training system



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- Manage recovery of warranty claims with our suppliers.
- Implement strategies to ensure a high level of productivity and efficiency throughout the workshop operations.
- Collate, interpret, and present performance management reports; and
- Live our values of We Care, We Listen, We Learn, We Act.

All About You:

Essential

- Minimum 5 years' experience in Customer Service Management.
- Strong leadership and team building experience.
- Ability to analyse data and establish trends.
- A high level of professionalism and personal presentation.
- Proven background achieving department KPIs
- Hands-on experience in technical support and diagnostics.
- Ability to multitask and manage multiple priorities.
- Experience in developing and integrating projects/programs
- An understanding of the Australian Consumer Law.
- Friendly, professional attitude to assist customers and build loyalty.
- Ability to drive change and continuous improvement; and
- Excellent communication and time management skills with the ability to multitask.

Desirable

- Understanding of a dealership environment, business, and processes,
- Proven Automotive or RV Management experience; and
- Proficient in MS Office and MS D365.

We are currently looking to speak with experienced Aftersales Managers, if you have the experience, skills, knowledge, and attitude we are looking for then we encourage you to apply.

Due to the number of applications, we are only able to contact candidates who are shortlisted.

Remuneration will be commensurate with experience.

You must have the right to live and work in Australia to apply for this opportunity.