



AVIDA Motorhomes
& Caravans

Aftersales Manager

Full time

AVIDA is a leader in building world-class motorhomes and caravans. We have been manufacturing quality Recreational Vehicles for 60 years and we are committed to delivering exceptional products and unmatched customer experiences.

Our dedication to quality extends beyond production, emphasising comprehensive aftersales support that ensures our customers continue to enjoy the best experiences long after their initial purchase.

Located in Emu Plains in Western Sydney, NSW, we have a dealer sales and service network throughout Australia and New Zealand.

About the Opportunity:

We are seeking a dynamic and experienced Aftersales Manager to manage our aftersales activities, ensuring a world-class customer experience through innovative processes, robust systems, and a high-performing team.

The ideal candidate will be a strategic thinker with a hands-on approach to problem-solving, possessing a deep understanding of customer service, technical support, warranty management, vehicle servicing, training, and spare parts logistics.

Key Accountabilities:

- **Customer Service:** Streamline processes to shorten case times, enhance documentation, set dealer customer support standards, and monitor ownership surveys. Implement improvements to achieve and maintain 5-star customer satisfaction.
- **People Leadership:** Coach and motivate the Aftersales team to achieve high standards and build effective relationships. Role model and promote the organisation's values ('We Care; We Listen; We Learn; We Act')
- **Warranty Management:** Define and refine supplier warranty processes, work closely with the supply department to align warranty periods, and continually reduce warranty costs through process improvements.
- **IT and Systems Improvement:** Oversee the enhancement of our Customer Service software and other service systems. Introduce new systems to support our dealer network, ensuring efficient data collection and aftersales reporting.
- **Servicing Excellence:** Develop and enforce servicing standards for both AVIDA and dealer service departments. Implement customer support processes
- **Training Development:** Design and implement comprehensive training programs for dealers and Avida staff, focusing on product knowledge, service excellence, and the latest technological advancements.



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- **Spare Parts Management:** Oversee the improvement of the online shopping experience for parts, optimize order processing, and introduce performance measurements to enhance customer satisfaction.

All About You:

Success in this role will be a function of these essential characteristics:

- Proven experience (min 5 years) in a senior aftersales or customer service role, ideally within the automotive, motorhome, or caravan industry.
- Strong leadership skills with the ability to inspire and manage a team.
- In-depth understanding of warranty management, customer service software, and service department operations.
- Excellent professional communication, relationship-building and interpersonal skills, with a customer-first mindset.
- Ability to analyse data, identify trends, and implement continuous improvements.
- Proficiency in using customer service and warranty management software

In addition, it would be highly desirable for applicants to have:

- An understanding of a dealership environment, business model and processes;
- Ability to drive change and continuous improvement

What We Offer:

- A competitive salary commensurate with experience and expertise;
- An opportunity to work with a leading brand in the recreational vehicle industry;
- A culture of continuous learning, growth and development;
- An early finish each Friday;
- Onsite parking;
- Access to an Employee Assistance Program

How to Apply:

We are keen to hear from interested candidates. If you have the experience, skills, knowledge and attitude we are looking for, please let us know why you would be an ideal candidate for this role in your application.

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

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

Come and join AVIDA and play a pivotal role in delivering a world-class customer experience!