



ASTON MARTIN



Head of Sales & After Sales (EU & MENA) (M/W/DIV)

Job Purpose: Manage the commercial relationship with the dealer partners covering all aspects of automotive retailing across Sales, Service and Parts. Develop strong commercial relationships with departmental line managers and specialists offering consultation and commercial guidance to support retail activities. Feedback to the EU regional office to enable AML to ensure that any changes in strategy are delivered in a timely manner. The profitability of the network is a key driver to ensuring all aspects of both retail and wholesale activity are delivered backed with proactive marketing and PR plans.

Key Responsibilities & Tasks

- Develop strong commercial relationships with the departmental line managers within each dealership.
- Ensure that each dealership is operated in-line with Aston Martin Dealer Operating Standards for both sales and aftersales functions.
- Ensure that Customer Satisfaction Index (CSI) is a key regular point of communication and continual improvement.
- Support Senior Regional Manager to develop a retail and wholesale sales plan for each dealer partner
- Monitor and support each dealer to help deliver their retail and wholesale targets on a monthly, quarterly and annual basis.
- Target regional HLS market share and highlight opportunities where the dealer is short of the required share.
- Manage each dealers forward order plan and inventory to ensure all retail targets can be met with the correct vehicle mix.
- Engage in monthly dealer visits with clear meeting agendas, minutes and detailed action plans recorded for both sales and aftersales functions.
- Support the Aston Martin Retailer Network in all areas of Aftersales Operations developing strong relationship within dealer aftersales operations teams.
- Support recall and campaign submission and reporting, including managing customer complaints directly whenever necessary.
- Handle retailers queries and escalations regarding spare parts, product and systems information.
- Create localised campaigns to promote accessories, products and services.
- Collate and maintain dealer aftersales KPIs for internal reviews.
- Support the operational needs of the Aston Martin EU / MENA region as required to meet business objectives and targets.

Qualifications

- Minimum of Bachelors degree in Business or Management discipline
- Strong management experience within the automotive sector
- Fluent in English

Skills & Abilities

- Excellent communication and interpersonal skills
- IT literate with excellent knowledge of Microsoft Office
- Ability to think strategically and to communicate a vision.
- An ability to think laterally and solve problems in a creative fashion
- Team player with an innovative approach to problem solving
- Confident, with good interpersonal & communication

Experience and Knowledge

- Previous experience of working at a manager level within Manufacturer / Importer
- Current knowledge of key issues effecting the Automotive sector
- Understanding of Automotive Retail operations
- Advanced understanding of vehicle maintenance and repair procedures
- Experience of manufacturer's warranty systems and principals
- Track record of building productive working relationships

Package

- Become part of the team that will build Aston Martin Germany
- An attractive salary
- Location Stuttgart/ Frankfurt a. M. area
- Access to car scheme
- Company performance bonus scheme
- A highly motivated and skilled team
- ... and much more

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We look forward to receiving your application at astonmartin@humanexx.de