



ASTON MARTIN



Head of Technical After Sales (M/W/DIV)

Aston Martin is built upon the passion, skill and creativity of the people who dedicate their working lives to the most iconic brand in the world. Every intricate stitch, beautifully expressed line, and the stirring noise of our engines is a manifestation of the desire and collective spirit to create the most beautiful cars: the soul of Aston Martin made real.

Job Purpose: Responsible that Aston Martin is represented with the highest levels of professional integrity. Aiming to become Aston Martin as a brand known for exceptional customer service as well as innovative training. Further topics are warranty and technical processes and technical training.

Key Responsibilities & Tasks:

- To represent the company in all technical aftersales matters in territory, providing proactive support for customers and dealers
- To serve as a window person for central engineering teams to feedback and report on technical issues from the field in order to maximize speed of engineering solutions
- To act as aftersales business manager with dealers, driving the highest level of technical competence, customer relations, workshop efficiency and profitability, with measured KPIs as objectives
- To ensure compliance with company standards, policies and procedures at all dealerships, including facilities, staffing, parts availability, tools and equipment and warranty
- To be responsible for the technical accuracy of content, and safety of operations described in all training materials, which could have a direct bearing on warranty costs and product / legal liability, additionally for checking other service publications for technical consistency & accuracy.

Qualification & Experience:

- Graduated Engineer or Master Degree in Engineering
- Several years of professional experience in vehicle development and after sales
- Extensive automotive experience
- Excellent knowledge of after sales processes
- Deep technical engineering background
- Experience in technical training processes, warranty themes and technical processes
- Excellent communication skills at all levels (German and English)
- High sense of responsibility, high level of social competence and good business understanding

Package

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

HUMANEXX GmbH | Die externen Internen

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