

Koenigsegg Automotive AB

Job Description



Job title: Service Operation Manager

Work Location: Ängelholm

Division/Department: Aftermarket/Service

Reports to: CEO

Full-time
 Part-time

Exempt
 Non-Exempt

Essential Duties and Responsibilities:

Your area of responsibility is to create a after sales service department that can be operated autonomously in relation to production as a separate P&L unit.
Operate the department from a worldwide strategical, as well as day to day level.
Implement processes to be monitored through appropriate KPI's.
Reassuring that efficiency is delivered within the department.
Create and maintain a clear pricing strategy.
Making sure that After Sales Service is delivering at world class level.
Monitor workflow to anticipate impact of delays that may occur.
Motivate, lead and support the team towards common goals and objectives.
Reassuring that excellent quality and customer satisfaction is delivered throughout the entire process.
Identify and create a plan for continuous improvements.

Skill Requirements:

- Excellent situational leadership skills.
- You are able to lead your team strategically, managing processes for planning and managing service issues that lead to increased sales and customer satisfaction.
- You work structured while being solutions oriented and are able to prioritize. You understand that sometimes extraordinary efforts are required to reach the objectives.
- Excellent time management skills.
- Ability to lead, delegate and inspire others as well as being a role-model for the organization.
- Technical knowledge.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service and internal cooperation.
- Excellent English verbal and written communication skills, including ability to efficiently communicate with internal and external customers.

Deliverables:

- Create a cash center.
- Create a clear pricing strategy.
- Create a world class top After Sales Service.

If you have questions about the position, you are welcome to contact Jeanett Paludan: 0709 72 41 20.
Please send your application to: jeanett.paludan@managementpartners.se