

## AFTERSALES SERVICE TECHNICAL MANAGER London

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Company: EPSN Workforce Group

Location: United Kingdom

Category: other-general

We are now looking to recruit a bright, dynamic Aftersales Service Technical Manager to join the team.

As an ideal candidate you must be extremely organised and able to communicate clearly and effectively maintaining a strong rapport with our new and existing customers. Key responsibilities for the role:

Provide excellent customer service by being helpful and professional at all times.

Assume responsibility for all customer queries taking ownership of service needs (technical & commercial) to ensure they are resolved to the company and customer satisfaction.

Make accurate diagnosis of queries and product faults, collating relevant information that can be utilised with the aim of achieving the most appropriate outcome.

Support internal departments in the swift resolution of product and system related issues.

Build and maintain excellent relationships with all areas of the business.

Provide periodic reports to management on all after sales activities.

To be first person in charge to detect and procure service contracts, improvements, modifications needs of clients to establish service contract details and attain profit margin.

Oversee all post-sales services provided to clients to ensure customer satisfaction.

Develop and optimize support and service processes, tools, and systems.

Monitor contract details to notify clients of pending expiration and help process renewal.

Manage the operations of aftersales teams through direct technical intervention and procure the need subcontractor, headquarters support to ensure set targets are met.

Develop and implement strategies effective for ensuring a satisfied clientele and increased returns.

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