



PR/117990 | Manager of After Sales Service (Plumber background)

Job Information

Recruiter
[JAC Recruitment UK](#)
Job ID

1541591

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

United Kingdom

Salary

Negotiable, based on experience

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Title Manager of After Sales Service (Plumber background)

Salary £50 - 63K /year + Commutation fee

Location London, United Kingdom

Company One of a global and famous manufacturing company

Main responsibilities

- Carrying out repairs and maintenance on their strong products in this industry
- Installation of their products, e.g. at in-house exhibitions
- Professional and competent customer service
- Co-operation with the internal sales department on customer offers (technical aspect)

- Documentation of work orders and timely internal reporting
- Independent management of external warehouses
- Assessment and qualification of warranty claims
- Coordination of orders and own service personnel (in terms of efficiency, time, costs)
- Contact person for claim support requests to ensure a quick and effective solution
- Organizing an after-sales service network
- Coordinating technicians to guarantee efficient order processing (territory allocation)
- Collaboration on cross-departmental projects
- Continuous monitoring of workflows and processes for the purpose of optimization and cost reduction
- Management and development of the after-sales service team, including personnel planning and selection, conducting staff appraisals and appraisal interviews, etc.
- The company reserves the right to assign the employee according to the abilities any other reasonable tasks, if necessary only on a deputy basis and/or also at a different location, with the same remuneration

Requirements

- Valid working visa holder in the UK with no restriction and remaining more than 2 years
- Completed training as a plumber or professional experience and sound knowledge of the plumbing industry
- Strong customer and service orientation (with consideration of economic efficiency)
- Team management experiences would be ideal
- Flexibility and organizational talent
- Willingness to travel
- Intercultural competence and strong communication skills
- Sense of responsibility, independent and team-orientated work
- Good knowledge of MS Office applications
- Class B driving licence

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Company Description