



PR/095167 | Head of After Sales - Automobile

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1559153

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

October 21st, 2025 17:00

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Responsibilities

Department Strategy & leadership:

- Lead After Sales operations to meet business goals.
- Develop and execute strategies to enhance efficiency, profitability, and customer satisfaction.
- Manage KPIs, budget, and resources for optimal performance.

Customer Service & Dealer Support:

- Handle customer inquiries and complaints, ensuring high-quality service delivery.
- Provide technical support to dealers to maintain consistent service standards.
- Build strong dealer relations and ensure service standards across the network.

Market Intelligence & Development:

- Monitor industry trends and customer insights.
- Identify opportunities to improve service competitiveness and loyalty.

- Collaborate cross-functionally to drive initiatives.

Compliance & Governance:

- Ensure adherence to legal & company policies.
- Promote ethical practices & operational excellence.

People Development:

- Lead & develop After Sales team and dealer staff.
- Foster a high-performance culture.

Job Requirements

- Experience: 5+ years in automotive/motorcycle after-sales, including leadership roles.
- Education: Bachelor's degree minimum.
- Skills:
 - Fluent in English
 - Strong leadership, communication, and problem-solving
 - Proficient in data analysis and MS Office
 - Strategic and customer-focused mindse

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Company Description