Aftersales Business Manager, Luxury Automotive

Drive dealer aftersales performance

Job Information

Recruiter
Cornerstone Recruitment Japan K.K.

Hiring Company
Confidential Luxury Automotive Company

Job ID
1619459

Industry
Automobile and Parts

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chiyoda-ku

Salary
16 million yen

Refreshed
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General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

Join a luxury automotive business in Japan as an individual contributor focused on dealer aftersales performance and customer experience.

Responsibilities

• Improve dealer performance across parts, accessories, extended warranties and customer satisfaction.

• Advise dealer management using business analysis, KPIs and commercial action plans.

• Support dealer standards, audits, capacity planning and service process improvements.

• Coordinate technical cases, warranty matters and customer issues with regional and headquarters teams.

• Support dealer training, aftersales marketing and customer retention.

Location: Tokyo, Japan. Permanent full-time employment. Regular dealer travel and cross-time-zone collaboration are part of the role.

Apply through CareerCross to discuss this confidential opportunity with Alex Zoboli at Cornerstone Recruitment Japan. Detailed terms will be discussed during the recruitment process.

Required Skills

Relevant automotive aftersales experience and strong commercial understanding, ideally within luxury automotive.

Experience working with dealer performance metrics, business analysis and stakeholder relationships.

Exposure to vehicle technical topics across mechanical, electrical or body repair.

Fluent Japanese and strong business English for regional and headquarters discussions.

Strong Excel and PowerPoint skills, analytical ability and autonomy.

Technical education or background is preferred.

Willingness to travel to dealers and collaborate across time zones.

Company Description