

PR/124171 | After Sales Manager

Job Information

Recruiter
JAC Recruitment Indonesia

Job ID
1621704

Industry
Automobile and Parts

Job Type
Permanent Full-time

Location
Indonesia

Salary
Negotiable, based on experience

Refreshed
November 10th, 2026 11:08

General Requirements

Minimum Experience Level
Over 6 years

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

About The Role

We are looking for an experienced **After Sales Manager** to lead the overall after-sales operation, ensuring sustainable business growth, exceptional customer experience, and operational excellence across service and spare parts functions. This role will be responsible for driving profitability, improving workshop performance, strengthening customer retention, and developing a high-performing service network.

Responsibilities

- Lead and drive the overall after-sales business performance, including service operations, spare parts sales, customer retention, and profitability across the network.
- Oversee workshop operations to ensure high standards of service quality, productivity, operational efficiency, and customer satisfaction.

- Develop and implement strategies to improve revenue, customer loyalty, repeat service visits, and overall after-sales performance.
- Manage spare parts business and inventory performance by ensuring optimal stock availability, inventory turnover, and supply chain efficiency.
- Monitor business and operational KPIs, identify performance gaps, and drive corrective actions to achieve business objectives. [
- Strengthen the performance and capability of service networks through regular reviews, coaching, operational audits, and continuous improvement initiatives.
- Lead, develop, and inspire high-performing teams while fostering a culture of accountability, collaboration, and customer focus.
- Drive process optimization, digital transformation, and operational excellence initiatives to enhance productivity, service quality, and customer experience.
- Ensure compliance with company policies, operational standards, and industry regulations across all after-sales activities.

Requirements

- Bachelor's degree in mechanical engineering, Industrial Engineering, Business Management, Automotive Engineering, or a related field.
- Minimum 5 years of experience in Automotive After Sales, including at least 3 years in a managerial position.
- Proven experience in managing workshop operations, service quality, spare parts business, customer retention, and operational performance.
- Strong commercial acumen with the ability to drive revenue growth, profitability, and customer satisfaction.
- Excellent leadership, people management, coaching, and stakeholder management skills.
- Strong analytical and problem-solving capabilities with experience in KPI monitoring and performance improvement.
- Familiarity with ERP, Dealer Management Systems (DMS), or other business reporting tools.
- Experience in dealer network management, multi-site operations, or regional after-sales functions will be an advantage.
- Results-oriented, customer-focused, and capable of thriving in a fast-paced business environment.
- Willing to relocate to Palembang

About The Company

Our client is one of national leading automotive dealers 2 wheels. The operational basis in Palembang.

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description