

## After Sales Service Manager

**Stephex Group** is a family-owned company based in Meise, Belgium. In addition to our horse-trading business, we are also active in the Real Estate and automotive industry. We are market leaders in the construction of exclusive horse trucks, motorhomes and 2-horse trucks. Our extensive dealer network allows us to service customers all over Europe and beyond. The company has an excellent reputation for high-quality, user-friendly design that extends way beyond the Belgian borders.

To support its significant growth, Stephex Group is currently looking to strengthen itself with a:

### AFTER SALES SERVICE MANAGER

#### Job description

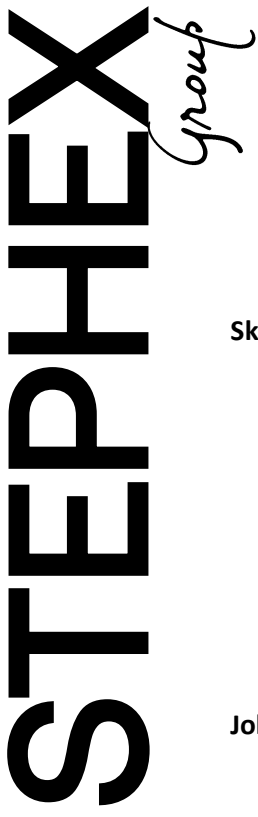
As Service Manager you are responsible for the completion in an efficient and timely manner of all daily after sales services (repair and maintenance) of premium horse trucks and motorhomes. You will be based in our after sales workshop in Merchtem working in close contact with our After Sales Director and a team consisting of highly skilled technicians involved in the after sales service performed in the workshop.

#### Duties

- Closely monitor repairs and maintenance of horse trucks and motorhomes.
- Supervision and direction of service staff in the achievement of maintenance service and spare parts.
- Building and maintaining relationships with key account customers.
- Ensuring and assisting in the achievement of customer satisfaction from the services provided by the workshop.
- Follow up and check if customer complaints are resolved at workshop.
- Work closely with Warehouse
- Collaborate with other department managers to ensure effective communication channels exist and urgent issues are properly addressed.
- Support problem solving in the workshop.
- Maintain statistics of repair and maintenance activities in order to recommend quality improvement plans.
- Organization workshop: planning and breakdown repairs.

#### Qualifications

- Bachelor degree or equal by experience in a business technical discipline is preferred.
- Practical knowledge of electricity, plumbing, woodwork, basic metal operations such as drilling, cutting, welding, ideally in a truck maintenance environment.
- Minimum 5 years experience in a technical repair environment (truck, bus, special vehicles or luxury cars) as a technician or technical leader.
- Minimum 5 years of leadership experience, supervising or managing a service facility with growing levels of responsibility.
- Fluent in English and in Dutch and/or French.
- Driving licence B. C is an advantage.



#### **Skills**

- Familiar with management tools and processes is essential.
- Able to provide good examples of team leadership and project completion.
- Hand-on and independent.
- Able to lead small groups in discussion and planning.
- Great leadership, coaching and mentor skills.
- Strong problem-solving skills.
- Proficient with all standard MS Office applications.
- Strong customer focus.

#### **Job offer**

- Attractive remuneration package in line with your experience and added value.
- Full-time employment.
- Challenging opportunity.
- International, strong and growing environment.

Apply online via: <http://stephexgroup.com/#talents> or via: [hr@stephex.com](mailto:hr@stephex.com)

