



Aftersales Manager (Designate)

Job Description & Person Specification

BGA is the aftermarket division of the British Gaskets Group. We are a world leading original equipment gasket and engine component manufacturer and distributor to many of the world's vehicle and industrial factories. BGA's mission is to supply the world aftermarket with a full range of original quality engine components. Our ranges are some of the best in Europe with a total of over 30,000 references. Located in Swindon with excellent transport links to the M4, Bristol is approximately 40 miles to the west and London 82 miles to the east.

We are seeking a dynamic and professional Aftersales Manager (Designate). Reporting to the Technical Manager, the ideal candidate will demonstrate a varied mixture of skills which will include some, if not all the following:

- An appreciation of the depth and breadth of the automotive parts market.
- An understanding of the aftermarket parts customer base and how car parts ultimately reach the car owner.
- A technical appreciation of common failure modes, their corrective actions and an ability to articulate those with the customer.
- Have process awareness and skills to demonstrate how to use process tools to deliver consistency, then accuracy.
- Demonstrate an understanding of Continuous Improvement methodology.
- A natural flair with IT and the ability to develop and manage data using Microsoft Office products, mainly Access.

Key Responsibilities:

- Monitor and report on trends in the data obtained through the Warranty process, highlighting areas of concern.
- With a Warranty Administrator, ensure that Warranty claims are processed in a timely and accurate manner.
- Communicate in a sensitive way with customers who may disagree with a claim result, whilst upholding and explaining decisions in a professional manner

Please ONLY apply if you have the Essential skills

To apply, please send your CV to egraham@bgautomotive.co.uk or visit our Careers Page at:
www.bgautomotive.co.uk/careers

| Criteria | Essential | Desirable |
|-----------------------------|--|---|
| Training & Experience | <ul style="list-style-type: none"> • Relevant technical awareness of the automotive sector. • IT skills especially Microsoft Office. • Communicating with customers and resolving issues. • Has worked in a process driven way | <ul style="list-style-type: none"> • Understanding of Automotive Aftermarket from a technical and customer viewpoint. • Excellent IT skills especially Microsoft Office and in particular Access • A technical appreciation of common automotive failure modes |
| Knowledge & Personal skills | <ul style="list-style-type: none"> • Highly motivated, confident and enthusiastic • Team working, able to build strong relationships (internally and externally) • Methodical and organised • Analytical approach to problem solving • Articulate, numerate and reliable • Excellent written and oral communication skills • Good attention to detail | |
| Other skills | <ul style="list-style-type: none"> • Eligible to work in UK | |

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