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| Job description:Technical Specialist |
| Departmental code B5-IC | Job card no.: | Job holder: | Effective from:1st Jan 2016 |
| Direct report:Aftersales manager | Number of associate:0 |  |
| **1. Objectives / Short summary of tasks** |
| * Responsible for all technical matters related to the Service organization within the markets of B5-IC (Hong Kong, Macao, Taiwan).
* Ensure a high level of service quality repair and customer care in compliance with operating standards
* Provide technical field support to the markets and dealer organization so that the customer satisfaction is maximized.
* Update & maintain new technology so that service ability of markets dealer mechanics is maximized.
* Escalation product related issues from the markets to the relevant counter partners at AG
* Support all CRM related issues in order to maintain customer satisfaction
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| **2. Main Tasks** |
| * Assist markets, dealers with technical Hot-Line (PUMA) system in order to provide support to solve technical complaints within the shortest possible time frame.
* Regular and proactive update of dealer organization with latest technical developments, new and technical changes and solutions.
* Escalate product related issues immediately to the relevant counter partners immediately and report if no constrictive response to the upper management.
* Monitor and follow-up customer complaints with related partners / department and get involved to prevent escalation until resolution with customer satisfaction
* Overseeing, steer and initiate optimizations of technical service quality delivery at market and dealerships to ensure customer satisfaction.
* Communicate and report to BMW AG for the quality problems and critical technical complaints by using PUMA system.
* Keep up with latest technical news and information’s and product updates.
* Regularly participating in technical conferences and trainings.
* Carrying out of qualification events for technical employees of the importers.
* Support, monitor and initiate optimizations of Service processes and the necessary Systems, like ISTA, ISPA, and the correspondent I-tools
* Follow up local technical problems and liaise with BMW AG to get individual technical solutions for the market.
* Investigation of damaged parts and assist in technical matters during warranty audits.
* Liaise with the Area Managers Aftersales to ensure that dealerships have always latest technical equipments and tools.
* Regularly organizing technical and quality meetings with dealer technical personnel.
* Providing regular technical reports, statistics in order to give an overview about status of quality related issues.
* To liaise with other internal departments to support sales and marketing events, by ensuring that cars on display or used are technically in perfect condition.
* Traveling within the B5-IC market to give dealer support on dealerships site.
* Intervention and mediation with customer problems.
* To attend customer complaints to ensure an acceptable solution has been found to rectify the problem.
* Assistant Afterales reporting line, including technical, parts also service monthly report.
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| **3. Responsibility / Decision making power** |
| * Technical and Service process related qualification of the partners
* Support achievement of technical companies
* PuMA operation within qualitative and quantitative aspects
* Qualification & development of yourself
* Support on markets mini audits in cooperation with the related department at AG
* System orientation, ensuring the availability on the highest quality and maintenance
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| **4. Requirements / Necessary qualification****(for the job, not necessarily of the job holder)** |
| **4.1 Profile of Requirements / Personality Requirements / Social Skills / Personal Characteristics:*** Education / training: A minimum of 3 years of relevant experience, preferable with Experience with “Expert-tools” and common aide service assistant systems.
* A sound understanding of Dealer service activities is required; excellent technical knowledge of the entire range of products.
* The high complexity of BMW vehicles requires a well-founded knowledge of vehicle network structures and great expertise in electrics and electronics.
* Experienced in BMW Products and the BMW Aftersales Organization
* Experienced in the use of available diagnostic equipment, e.g. ISTA, I-tools etc.
* Technician or engineer with working experience / technical Trainer with working experience.

**Additional qualifications (eg. Special knowledge / skills, languages, etc.):*** Fluent in English and Chinese, PC software such as: Windows XP, Outlook, PowerPoint, Office XP,

**BMW applications such as:*** PuMA ( Writer / Reporter ), Oscar 4.0, Cognos, Ceasar, PuMA Viewer, TRIAS, FBM, TPX,
* FASTA, ISTA, DIS, TIS, Ediabas, WinKFp, IRAP.

**Professional experience:*** Experience in personnel management, and advisory and steering role in a company.
* Detail knowledge of all processes of the BMW Service Organization, as well as their link to other crossover functions.

**Personal requirements (eg. Analytical / communicative skills, self-assertion, ability to cope with pressure etc.):*** Feeling/instinct and sensibility for tactical and didactical proceeding.
* To act as a role model for the employees of the market, dealers and importers.
* Sound knowledge of all technical and organizational materials and their use in the markets, dealer organization.
* Able to moderate and hold discussions.
* Ability to give qualified advice in technical and service related issues.

 **4.2** **Training / Work Experience/ Practical Experience / Additional qualifications (eg. Special knowledge / skills, languages, etc.):** * The Service manager has experience in the management of a technical business or in a business which offers fully-comprehensive Services, in the automotive industry.
* Furthermore, he or she should have proven technical experience in the field of customer contact or in business advice for a car firm.
* Ability to give qualified advice in service, parts and marketing issues.
* Detailed knowledge of all processes of the BMW Aftersales organization, as well as their cross over functions.
* Sound knowledge of all organizational materials and their use within the BMW Dealer organization.
* A sound understanding of Dealer service activities is required, together with the ability to interpret data on service activities, and to analyze requirements.
* Competent with common MS products, for mail, reporting and presentation purposes.
* Fluent in English and/or German, TOEIC above 750 degree.
* Excellent in office2013 (word, excel and PPT) performing.
* Business trip adaptation, for market visit and oversea/local training purpose.

**4.3** **Professional experience:** * Experience in personnel management, and management role in a company.
* Detailed knowledge of all processes of the BMW Aftersales, Sales and Marketing Organization, as well as their link to other crossover functions.
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| **Prepared by:****(Name, Departmental code)** | **Factually correct:****(Name, Departmental code)** | **Recruiting approved:****(Name, Departmental code)** | **Recruiting released:****(Name, Departmental code)** |
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