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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 | | | | | | | | |
| **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. | | | | | | | | |
| **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 | | | | | | | | |
| **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. | | | | | | | | |
| **Prepared by:**  **(Name, Departmental code)** | | **Factually correct:**  **(Name, Departmental code)** | | | **Recruiting approved:**  **(Name, Departmental code)** | | | **Recruiting released:**  **(Name, Departmental code)** |
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