

Technical Support Level 1 & 2 Team Manager

Basic Job Information

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| Job Title | Technical Support Level 1 & 2 Team Manager |
| Brand/Function | One Aftersales |
| Department | Service and Technical |
| Job Grade | D/D1 |
| Location | Wymbush |
| Role Reports to | Technical Support Manager |
| Direct Reports | 8 |
| Budget Accountability | No budget responsibility Indirect – the technical support team has significant impact on reducing warranty, goodwill and associated costs through improving network first time fix and diagnosis capabilities |

Job Purpose

To provide our Group network (all 6 brands) with high quality technical support/resolutions via group contact software, remote diagnosis (Remote Experts Live Support – RELS, Tele-Diagnosis), dealer on site visits, all as a result of a technical enquiry. Taking ownership of information and guidance provided with a customer centric approach whilst meeting Group global targets for quality and response.

To proactively drive case resolution by either remote support or hands-on repair guidance/coaching during a dealer visit or return to our Technical Service Centre (TSC) where appropriate. Collaborating with the Customer Service Centre, TSC, Brands, Factories and National Learning Centre to ensure customer satisfaction / resolution. Documenting lessons learnt and addressing knowledge gaps to ensure preventative measures are implemented.

Delivering brand and group targets for technical support provision through effective management of the technical resource in collaboration with the Escalation/TSC Manager and through CSC management of escalated cases.

Key Areas of Responsibility

- Brands x 6 - Report on Product and Network performance relating to Technical Quality & Competency.
- To manage a team of technical support and service systems specialists providing Group Technical Support to authorised repairer DISS/telephone /email, ODIS and ELSA Feedback enquiries resolving any issues effectively and efficiently to agreed departmental performance targets. To build relationships and respond to Internal and External stakeholder requirements

- To maintain currency of technical knowledge and skills within the team to enable accurate diagnosis and repair guidance and advice on Group products, particularly strong knowledge in area of expertise/team responsibility.
- To collaborate with the wider Service & Technical Team to provide Technical Expertise where required. Supporting PCC & Quality Monitoring, Field Campaigns as well as Warranty Authorisation and assistance when required. To schedule in daily collaboration with the L2 Escalations and TSC Manager the team to ensure sufficient on-line capacity to deliver DISS response targets whilst providing support for Remote support and dealer visits incl. other investigations.
- Identify, prepare and communicate relevant technical procedures to the authorised repairer network, following approval of the Technical Support Manager.
- To be responsible for the monitoring and adapting of departmental performance to brands and factories to meet or exceed agreed performance targets for response time, number of new enquiries & number of contacts (dialogues), factory STLI report whilst proactively ensuring accurate knowledge gaps / lessons learnt (network performance gaps) are communicated to drive service quality through the team.
- To champion the advancement of technical support provision to the networks to improve network performance.

Compliance Responsibility

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Working Relationships

This role regularly interacts with group and brand colleagues as well as dealer network personnel, customer interaction on occasion – primarily in an aftersales capacity but sales support where required.

Primary stakeholders are within Brand and NLC.

Key influencers are to NLC training requirements, Brand Network Development activities such as Service Quality and People Development.

Skills

- Proven success in the management of people and projects.
- Wide experience in all aspects of vehicle repairs and network operations.
- Strong interpersonal and communication skills, written and oral, ability to communicate effectively at all levels.
- Customer handling skills.

Experience

- Service / Motor Industry experience.

Qualifications

- BTEC or equivalent in motor vehicle technology

Career Pathways

Career opportunities beyond this position would be well suited to a National field development role , Technical Support Manager, an auditors role in respect of Standards / Warranty or any aspect of aftersales operations e.g. CSC Account management, Service Development, Fleet Aftersales, Mobility or Customer Service Team Manager.

Version Control

| Date | Version No. | Reviewed by | Comments/Action |
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