

Job Description

Name:

Date Joined:

Date Appointed to this Position:

Company Vision: To be the benchmark within our industry for ease of access and hassle-free experience, innovation and best practice". Achieving this through a happy team, happy customers, happy suppliers and a happy company.

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Job Title: Commissioning & Aftersales Manager

Location: Trafalgar Wharf

Reports to: Sales Director

Job Description prepared by: Tom Sanderson

Dated: May 2022

Job Description agreed by:

Dated:

JOB PURPOSE:

The Commissioning & Aftersales Manager is a hands-on role that sits within the sales team who are responsible for the preparation, sales and delivery of new and used RIBs 6 days a week through RIBs for Sale at Trafalgar Wharf. They will provide overall day to day support to the sales team with the goal of delivering excellent customer service and exceptional products. They will be responsible for managing works, parts and presentation of the RIBs in both preparation for sale and aftersales support. Assist with demonstrations, sales, marketing and handovers when required.

Responsible for the implementation of customer service goals and objectives. The Commissioning & Aftersales Manager will establish appropriate subcontractor and casual labour schedules, issuing of job sheets, purchase orders and order/monitor parts stock levels. They will work with the Sales Director to ensure prompt delivery of parts to the factory and plan for parts supply challenges. Support at shows and events and be responsible for RIB preparation and handover to agreed timelines. Identify upselling opportunities and present these in a way to increase customer uptake on these products and services.

DESIRED EXPERIENCE:

Experienced with boats, marine engines and trailers. Understanding installation, rigging and repairs required in order to make the ready for handover.

Experience and able to demonstrate management multiple project and delivery dates at one time to ensure deadlines are met.

Four years of experience with excellent customer service techniques and in dealing with customer satisfaction.

Experienced working in premium product, fast paced customer service environments.

Knowledge of Health & Safety regulations and ideally marine industry standards.

Excellent written and oral communication skills.

PERSONAL CHARACTERISTICS:

We're a friendly bunch here at Trafalgar Wharf and we're looking for someone who can actively meet and greet everyone with a smile and "hello" in and around the site, to listen to their comments and actively respond to give the highest standards of service. This person will also instil this approach within the whole team.

Is able to pro-actively work in a team, prioritise tasks and motivate a team to deliver against our standards.

Is able to form long term relationships with suppliers and contractors, taking an active interest in what they do and ensuring that activities are completed to the highest standards.

Is able to problem solve, seek alternatives and propose solutions. Get it right first time, ensuring a quality outcome.

Has a 'Can do' attitude and is positive in nature.

Is motivational in their approach & able to coach and develop colleagues.

TO ASSIST THE SALES TEAM IN THE FOLLOWING TASKS:

Presentation

Ensuring stock boats are well presented at all times and ready for sale

Ensuring all RIBs have price boards.

Participate in preparing and demonstrating RIBs, and for marketing RIBs such as photoshoot, videos and social media posts.

Support at boat shows and exhibitions.

Be part of the weekend working rota with the sales team covering Saturdays and also full weekend when required for shows and events.

Stock

Monitor stock levels of essential rigging parts and replenish as required.

Organisation and stock take of all parts within the container and all Ribs For Sale storage areas. These are to be kept clean, tidy and organised at all times.

Moving stock from office to the container, ensuring it displays the correct stock code.

Assist with the wider stock take.

Ordering parts for new Ballistic RIBs, packing and sending to the factory.

Managing engines and rigging orders and allocating to correct RIBs.

Ensure all equipment belong to stock and brokerage RIBs is labelled and stored tidily.

Report all Ballistic Warranty claims to the factory and Sales director. Liaise with the factory to resolve the problems.

Customer Service

Perform on the water demonstrations to customers.

Upselling of additional products, equipment and services.

Managing warranty works and repairs.

Arranging collection and delivery of RIBs when required.

Prepare RIBs for handover

Equipment

Monitor and plan checks on RFS truck, tools and equipment. Planning servicing and inspection as required.

Works

Performing boat appraisals and producing work plans for repair and valeting of used and brokerage RIBs

Order parts for repairs to stock boats and organising fitting.

Agreeing works with vendors of brokerage RIBs, organise and recharge accordingly.

Testing new Ballistics RIBs as part of our checks and PDI. Raise job sheets for any additional work.

Registering warranty of new Ballistic RIBs.

Set up service reminders call back for new Ballistic RIBs first and annual service.

Site movements using 4x4, tractor and Merlo as required for display.

Unloading containers with new RIBs

Planning and booking boat valeting for RIBs.

Produce a work plan for engineers to be reviewed at the start and end of every week. Allocate job sheets and monitor progress of works to meet deadlines.

Able to perform basic repairs and assist with rigging when required.

To maintain up to date records of all craft within RIBs for Sale as directed.

To be aware of the weather and flood warnings and take all necessary precautions/actions e.g. securing trailers and cover.

To ensure that all complaints are dealt with immediately and details passed on to the Sales Director as appropriate.

Responsible for purchasing materials, supplies and equipment, to meet operational needs.

Be a key holder and out of hours contact.

To advise the management of any areas within your scope of responsibility that are giving you cause for concern.

Any other duties required by the Management team.