

# PETER COOPER

MOTOR GROUP

CARS OF ALL MAKES AND MODELS

**The Peter Cooper Motor Group strives to recruit the most passionate and dedicated team members to help expand our successful business. We do this by exceeding expectations when building confidence and loyalty throughout our team and customers.**

**Insistence on hiring the best people, giving them the best training, and investing in the best resources, ensures we provide Peter Cooper's customers with the best possible service, all the way through their ownership of a Volkswagen. If you believe you have the personality and capabilities to join our successful team we would love to hear from you, as we are always looking to bring on new talent.**

## **Aftersales Manager**

We are now seeking an experienced Aftersales Manager to join our successful Sales teams across the group. The ideal candidate will be able to demonstrate excellent customer satisfaction skills and be a confident communicator. A strong background in management is essential.

### **Essential Skills/Experience**

- Highly organised
- Team ethos
- Excellent communication skills
- Initiative and forward thinking
- Motivated and driven

## Key Tasks/Responsibilities

- Service, material and parts sales revenue vs. targets
- Labour productivity, workshop lead times lubricants margins, average parts margins, sublet margins and parts stock turn
- VQM / retailer audit
- Image builder and recorded service experience
- Customer satisfaction: CEM, Image builder , Recorded service experience, Retention (repeat purchase)
- Staff retention
- First time fix rate

If you share the values below, you can look forward to developing an enjoyable and rewarding long-term career with us.

**P**rofessional **Demonstrate expert knowledge and skills**

**E**xcellence **Be outstanding in all that we do**

**T**rustworthy **Be open, honest, decent and fair**

**E**veryone **For the benefit of our business**

**R**espectful **Treat others in the way that you expect to be treated**

**Our Mission:** A successful business, which exceeds expectations and builds confidence, loyalty and pride in our team and customers

Our financial package and group employee benefits, makes working with The Peter Cooper Motor Group a fantastic career opportunity. If you believe you have the required skills and experience, please do apply for this vacancy and upload your CV and covering letter. Alternatively, please call our Internal recruitment department who will be happy to have an informal chat.

**\*\*Strictly No Agencies\*\***