

Service Manager (m/f/d)

(11958)

Direkt placement

Welcome to spp direkt – IT & Engineering

We are currently looking for **Service Manager (m/f/d)**, **Customer Service Director (m/f/d)** or **Aftersales Operations Lead (m/f/d)** for our customer at various locations across Europe (Frankfurt in Germany, Paris in France, Madrid in Spain).

As specialists in job placement, we offer applicants attractive positions with exciting tasks in renowned companies.

Your Benefits:

- **Key leadership role** in shaping **after-sales service strategy**
- Direct impact on **customer satisfaction & retention (CSI focus)**
- **Collaboration** with **global and regional dealer networks**
- **Opportunity** to **build and optimize service operations** across regions
- **Competitive executive package** with **performance incentives**
- **Professional growth** in **international automotive markets**

Your Tasks:

- Define and implement after-sales service strategies, quarterly & annual plans
- Develop and execute CSI programs and continuous improvement initiatives
- Design and manage dealer & distributor capability enhancement programs
- Collect, analyze, and report after-sales service market information
- Manage quality feedback from after-sales markets, distributors & sales regions
- Ensure closed-loop handling of customer complaints
- Lead tendering, planning & supervision of after-sales service network development
- Manage full service team (spare parts, technical, warranty) and drive KPI achievement

Your Profile:

- Bachelor's degree in automotive technology, engineering, business administration or related field (preferred)
- Several years automotive industry experience, especially in after-sales service, dealer operations or parts management
- In-depth knowledge of automotive systems, diagnostics, repair, maintenance & warranty processes
- Strong interpersonal and communication skills for customer issue resolution & relationship building
- Solid business, financial and budgeting acumen to ensure service profitability
- Proven leadership skills in managing service teams, setting goals & motivating performance
- Fluency in both, English as well as the respective local language (German, French, or Spanish)
- Willingness to travel within assigned region

Note: All terms are intended to be gender-neutral.

Kontakt Daten für Stellenanzeige

Thinking about a change? Don't worry, it stays between us!

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We look forward to receiving your application.

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