Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title
Branch Manager

Job Location
Mbeya

Category
Business Development

Job Type
Full Time

Job level
Manager

Industry
Automotive

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget
-

Max Budget
-

Primary Industry
Automotive: 12 Years

Secondary Industry
-

Primary Category
Business Development: 10 Years

Secondary Category
-

Certificate
-

Qualification
-

Summary

Heading an automobile operation independently focusing mainly on Sales, Aftersales operations and Finance.

Responsibilities

- Oversee all Aftersales functions resulting in customer satisfaction and retention.
- Adhering with all general & set company policies whilst carrying out duties.
- Parts & services sales promotions, customer visits to meet set targets.
- Maintain accurate customer database and information.
- Respond to customer complaints with appropriate actions.
- Comply and sustain with requirements.
- To set parts pricing policies.
- Overlooking financial management and MIS reporting of the Branch.
- Prepare Weekly, Monthly, Half Yearly & annual financial reports.
- Ensure the Branch statutory compliance.
- Customer Relationship Management.

Education & Qualifications

- Degree/Diploma in automobile engineering or related field
- Senior management experience in an automobile dealership

Requirements

- Minimum 12 years + relevant, three years' experience at a managerial level

Characteristics

- Hands on practical knowledge in preparation of budgeting.
- Experience in aftersales management.

- Knowledgeable on automotive mechanisms.
- Strong Communication & Analytical Skills.
- Strong Customer Handling & Marketing Skills.
- Excel and computer skills.

Driving Licence

Not Required

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