https://www.lankatalents.lk/job/service-manager/

Service Manager

Hiring organization
Lanka Talents Creations (Pvt) Ltd

Industry
Automobile Sales & Distribution

Employment Type
Full-time

Job Location
Colombo, Colombo

Description

The Service Manager will be responsible for leading and managing the company's after-sales service operations, ensuring excellent customer satisfaction, developing and executing service strategies, strengthening the dealer network, managing CRM processes, and improving operational efficiency across the service department. The role also involves coordinating with internal departments, liaising with principals, and overseeing service staff to deliver exceptional customer experiences.

Responsibilities

- Develop and implement the company's after-sales service strategy.
- Execute service development and delivery plans to build customer trust and confidence.
- Manage and expand the service dealer network.
- Organize dealer training programs and service campaigns.
- Act as the primary link between customers and service dealers through the Customer Relationship Management (CRM) system.
- Assist in managing the spare parts ordering process.
- Supervise daily service operations and lead the service team.
- Coordinate with internal departments to improve operational processes.
- Liaise with company principals regarding service-related matters.
- Identify and implement improvements to increase after-sales operational efficiency.

Job Benefits

- **Salary:** Rs. 200,000 – Rs. 250,000
- Additional reimbursements for:
    - Vehicle
    - Fuel
    - Food
    - Lounge expenses (reimbursement basis)**Mobile:** 070 500 2122 **Email:** dehara@lankatalents.lk

Qualifications

- Professional qualification related to **After-Sales Service**.
- Experience in the automobile industry is an added advantage.
- Previous experience in an after-sales service or sales support role.
- Knowledge of automobile after-sales best practices.
- Customer-focused mindset with excellent interpersonal skills.
- Ability to adapt to different customer personalities.
- Fluency in **Sinhala, English, and Tamil** will be an added advantage.
- Excellent leadership, negotiation, and communication skills.
- Strong work ethic and commitment to service excellence.

Contacts

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