

POSITION DESCRIPTION

POSITION TITLE	Technical Support Manager (Spare Parts)
POSITION LOCATED AT	Subic Bay - Philippines
REPORTING TO	Sales Support Manager
DIRECT REPORTS	9
EMPLOYMENT CLASSIFICATION	Full time
POSITION OVERVIEW	<p>To provide effective management of the Spare Parts (Technical and Admin Support) team ensuring the team delivers on agreed service levels, manage customer and business KPIs, manage internal and external customers, help the business maintain and improve client relationship through excellent customer service. Contribute to the management of parts inventory, stock levels, and data integrity. This varied role is expected to manage a team in providing exceptional service to all the customers via all customer contact channels including but not limited to Phone, Email, and Web/Live Chat correspondence. This role has direct interaction with the Business Unit Manager in Australia and expected to maintain and improve the working relationship between our site team: AU and PH</p>

SPECIFIC OBJECTIVES

1. Providing direction to the team to meet service targets as well as planning areas of improvement and development.
2. Oversee spare parts administration process, review, and refine processes to improve order processing efficiency and customer satisfaction levels.
3. Implement key metrics for measuring the team's performance, finding the right elements that give an accurate picture of the team's and individual performance
4. Facilitate in the development and implementation of spare parts pricing strategy and business plans
5. Regularly speak to customers (both internal and external) to get feedback on their customer service experience and incorporate this feedback into the training and development of the team.
6. Hire, train, prepare and motivate team members to provide excellent customer experience.
7. Deliver on overall business unit objectives

Dunbrae Subic Incorporation

 No. 7 Argonaut Highway Corner Efficiency Avenue, Subic Bay
 Gateway Park, Phase 1, Subic Bay Freeport Zone 2222 Philippines

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Email : inquiries@dunbraesubic.ph

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MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Working with HR and Recruitment to drive the recruitment & selection of Team Leader and Team Members.	Attracting and retaining the right talent
Provide leadership, development and coaching to your Team Leaders and Agents. Actively engaging and supporting the development of your team to improve performance.	Management Performance and Feedback
Contribute to the design and implementation of Change Programmes and Projects which impact the contact centre.	Change Implementation
Develop a culture where training and development are part of the team, identifying actions and working with contact persons to ensure the skills and knowledge are developed effectively.	Spare Parts Team Development
Building and maintaining effective internal and external stakeholder relationships.	Customer Feedback Surveys
Ensure effective and consistent communication throughout the team, encourage feedback and customer insight in order to enhance the customer experience.	Team Member Shout Outs
Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets.	Service Level Achievements against set targets
Identifying and instilling best practice, processes and systems and drive continuous improvement environment.	Root Cause Analysis
Maintain open and honest channels of communication at all levels across the business to facilitate best in class sharing.	
Ensures service targets, SLA's and KPI's are continually reviewed, and expectations are met with optimum levels of quality & service delivery.	SLA and KPI reporting
Enhance and improve on the current customer experience with regard to their spare parts service delivery thereby improving satisfaction levels and engagement.	
Implement programs to improve Team Member motivation and utilization.	Team behaviour

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Working collaboratively with other members of the service department	Evidence of effective internal/external relationships No. of commendations/complaints received regarding quality of work and attitude
Review management information and make suggestions, recommendations as to improvements across the Spare Parts Team and of contact centre.	
Any other duties, consistent with the role, or duties required from time to time by the FOS Customer Service Manager, or other department managers.	
Demonstrate a high level of professional and personal standards and conduct.	
Observe OH&S and company policies.	Pro-actively ensure up to date knowledge of and compliance with OH&S policies and procedures and participate in their further development by identifying risks and escalating them appropriately. Observe company policies

COMMUNICATION (regularly communicates with)

FOS Customer Service Manager, National Logistics General Manager, National Technical & Training Manager, Service Managers, Coordinators, Service Technicians, Customer Escalations Specialist and Spare Parts Staff, Spare Parts Purchasing Officer, Australian Warehouse staff

SKILLS AND EXPERIENCE	DESIRABLE	ESSENTIAL
EDUCATION		
Bachelor's Degree		✓
Graduate Studies	✓	
WORK EXPERIENCE		
Minimum of 2 years of supervisory/management experience in a customer service industry.		✓

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TECHNICAL KNOWLEDGE		
Proficiency in MS Office.		✓
LANGUAGE SKILLS		
Strong written and verbal communication skills		✓

SKILLS, ABILITIES & COMPETENCIES, AND QUALITIES
Hardworking, energetic individual, Detail oriented, Problem Solver, Superior Customer Service skills, think outside the box, Ability to multi-task and make good decisions, Ability to manage and motivate a team, Ability to work under pressure and balance the competing demands of several managers, Proactive approach, Excellent level of integrity, Trustworthy and target-oriented, Ability to work autonomously

JOB SPECIFICATION ACCEPTANCE		
EXPLAINED BY:		
Supervisor / Manager Name	Signature	Date
ACCEPTED BY:		
Employee Name	Signature	Date