

Dickran Ouzounian & Co. Ltd., distributors for TOYOTA & LEXUS in Cyprus, enjoying a leading position in the automotive industry, seeks to recruit a high-calibre professional for the position of Service Manager to be based in Nicosia. The Service Manager will be leading the growing national Service Department during an exciting period of transformation as we move from an automobile company to a mobility company with vehicle electrification, connected services, automated driving artificial intelligence and shared mobility in the near horizon.

VACANCY

Service Manager

The Service Manager who will be reporting to the Managing Director will be expected to:

- Plan, organise, and direct the Toyota & Lexus Service operations of the company operating through its national workshop network and service administration team.
- Consistently exceed customer expectations and provide first class service to all internal and external customers.
- Ensure the highest quality and fix-it-right first time is achieved in all workshops.
- Ensure the achievement of the revenue and profit targets of the service department by satisfying and retaining Toyota/Lexus customers.
- Promote excellent customer and public relations in order to enhance the trust and image of the company.

Requirements:

- University Degree in Automotive/Mechanical/Plant Engineering. Post-graduate business degree will be an added advantage.
- Minimum 6 years management experience in Automotive industry or related industry, preferably in Engineering or Aftersales operations or Customer service.
- Excellent knowledge and passion for Automotive technology and emerging technological and business trends. Technical automotive skills will be considered an advantage.
- Strong financial and human resources management, business acumen, and problem-solving skills.
- Provide effective leadership to enhance communication, teamwork, engagement and to nurture, coach and develop team members to attain high motivation and performance.
- Strong customer service orientation and a high level of professional integrity and business ethics.
- Resilience, agility and strong work ethics in a dynamic and quickly evolving technological environment.
- Ability to demonstrate enthusiasm, determination, and high levels of personal and organisational achievement.
- Contribute to a culture of continuous improvement.
- Strong communication and interpersonal skills.
- Plan and organize time, activity levels and resources to achieve targets.
- Excellent command of the Greek and English languages, both verbal and written.

Remuneration:

An attractive remuneration package, including benefits, will be offered to the successful candidate, commensurate to qualifications and experience.

Applications:

Interested applicants should forward their Curriculum Vitae along with a cover letter to recruitment@toyota-cyprus.com no later than **4 September 2019**, quoting the job title "Service Manager".

