



The Job Profiles in Mercedes-Benz After-Sales.

# Workshop Manager



Mercedes-Benz

# Summary



## Workshop Manager

**As Workshop Manager you are responsible for the organization, control and service capability of the entire workshop.** As the interface between the workshop and the Customer department, you are responsible for all work procedures and processes given the legal and manufacturer-related specifications and standards, with the aim of

smooth, professional and timely handling of all due diagnostic, repair and maintenance work. In this function, you are a member of the management team and are therefore also responsible for customer satisfaction and for the economic success of Service.

# Qualifications



## Training

- Trained and certified technician in an automotive service profession (e.g. mechatronics technician in the German automotive trade) or comparable training
- Further education measures, e.g. completion of training as Manager
- Further qualifications in leadership and/or management

## Experience

- In-depth experience at a Mercedes-Benz service outlet
- Experience in handling the Mercedes-Benz products in your division
- Experience in leading employees and technical teams
- Experience in dealing with customers and suppliers

# Specific background and skills



## Corporate knowledge

- You understand the products of our brand and the corporate strategies.
- You know the corporate strategies, goals and guidelines of Service and are able to effectively interpret and convert them for your work area.

## Technical background

- You have very good technical knowledge about the products of your division.
- You understand the Mercedes-Benz Service products and services and can make informative statements about services, prices, discounts and benefits.
- You have sufficient knowledge in order to determine and check vehicle and customer data.
- You know the key figures relevant to your working area and are able to assess the trends related to these.
- You have basic legal knowledge (e.g. warranty law).
- You know the statutory requirements for occupational health, safety, fire and environmental protection.

## Process and organizational knowledge

- You have excellent knowledge of Service processes and interfaces (WP2010).
- You know the structures, processes and interfaces of neighbouring departments and the relevant contact persons (Parts/Accessories, Sales and Human Resources).
- You understand the connection between quality, customer satisfaction and business success.
- You are familiar with relevant recruitment, management and evaluation tools provided by Daimler AG.

## IT background

- You have knowledge about current software applications (e.g. MS Office).
- You know the order system (such as DMS) specific to your operation and country.
- You have knowledge of the current IT systems at Mercedes-Benz (such as WIS, ASRA and EVAnet).

