

After Sales Manager Job Description

- Train, motivate, and lead after sales teams to achieve set objectives and targets
- Maintain contact with clients to obtain customer feedback regarding product/service quality
- Assist clients in resolving issues and complaints concerning purchased products or services
- Build and establish good work relationship with clients to facilitate increased patronage and revenue
- Monitor contract details to notify clients of pending expiration and help process renewal
- Organize promotional and marketing campaigns to create awareness and product publicity
- Supervise the operations of after sales teams to ensure set targets are met
- Develop and implement strategies effective for ensuring a satisfied clientele and increased returns
- Liaise with other sales departmental heads to discuss business plans necessary for enhancing sales performance
- Direct and coordinate the customer service operation of a team to ensure clients are tended appropriately in line with set customer service standards
- Develop and optimize support and service processes, tools, and systems
- Conduct price and contract negotiations with clients to establish contract details and attain profit margin
- Oversee all post-sales services provided to clients to ensure customer satisfaction
- Maintain an up-to-date knowledge of job operations by conducting research and participating in educational programs
- Provide periodic reports to management on all after sales activities

- Ensure compliance with all general and company policies when carrying out job duties.