

WE ARE HIRING!

JOB TITLE: MANAGER – SERVICE CENTER HULHUMALE

LOCATION: SHEESHA SERVICE CENTER HULHUMALE

About the Role

We are seeking a dynamic leader with a passion for automotive service excellence. In this role, you will oversee all aspects of service operations, customer satisfaction, and team management to ensure the highest service delivery standards in line with Honda's guidelines.

Requirements:

- Master's or bachelor's degree in business management, sales & marketing or a related field.
- Minimum 5 years of experience in customer-facing roles or Operations.
- At least 2 years of experience in a managerial role.
- Excellent leadership, communication and customer service skills.
- Exceptional problem-solving and decision-making abilities.
- Flexibility and adaptability to changing priorities and business needs.
- Proficiency in service management software and Microsoft Office.

Key Responsibilities:

- Lead daily service operations, ensuring quality, efficiency and compliance with Honda standards.
- Supervise and develop service advisors, technicians and support staff.
- Handle customer complaints and ensure high quality of service.
- Oversee service bookings and meet sales targets.
- Oversee outlet inventory, warehouse, and financial operations.
- Drive strategic planning and support dealer network development.
- Conduct regular training and skill development programs in line with Honda's training modules.
- Monitor warranty claims and ensure accurate documentation and reporting.
- Ensure compliance with Honda's service manuals, warranty policies, and local regulations.
- Support dealer development related to service and improve workshop standards.
- Participate in new model pre-sale activities and service readiness.

What We Offer:

- Career advancement opportunities and annual increments as per company policy.
- Comprehensive health insurance and staff discounts.
- Salary, MVR 22,000 to 25,000 negotiable based on qualifications and experience.

Deadline: 31st May 2025

- Candidates are required to submit fully completed "Application Form" with supporting documents listed in the form, before the deadline. Application form will be available to download from www.honda.mv
- Applications must be a compiled PDF file of all documents.
- Only short-listed candidates will be called for interview.