

Scania is part of the 360-degree, dynamic ecosystem of transport and logistics, providing sustainable solutions for mobility of goods and people worldwide. Scania's vision is to drive the shift towards a sustainable transport system, creating a world of mobility that is better for society, better for the environment and more profitable for business.



WE ARE LOOKING FOR **SERVICE MANAGER**

in Kaunas, who will be responsible for the smooth running of the service.

The main responsibility of the Service Manager is to proactively develop and manage the workshop business and operations in order to maximize customer and employee satisfaction, as well as business performance contributing to the profitable growth of Scania. The Service Manager ensures that customers have great confidence in the workshop through the provision of excellent service by managing employees and customer relationships. We are offering you attractive benefit package and salary starting from 1500 eur and bonus system according to the KPI's.

MAIN TASKS:

- Effective service process planning and control;
- Ensuring high quality service and repair services;
- Support and development of customer relations, negotiations;
- Customer needs analysis, solution of win-win situations;
- Team leadership, employee motivation support and promotion;
- Ensuring service budget execution and achievement of set indicators.

REQUIREMENTS FOR THE CANDIDATE:

- Leadership (at least 5 years) experience;
- Working experience in service activities, technical knowledge/competence of the automotive sector;
- Knowledge of work safety;
- Experience in maintaining, updating and strengthening customer contact;
- Good communication skills, ability to understand customer and team needs;
- Leadership, ability to motivate and inspire team-based win-win thinking;
- Good English and Russian skills;
- Driver licence (C is an advantage);
- Computer skills (MS Office, Automaster or other similar service management system is an advantage).

A suitable candidate is a person with right attitude to strive for an excellent result by involving the team and inspiring others by sharing leadership. His personal values are consistent with Scania's core values: Customer First, Respect for Individual, Determination, Integrity, Team spirit, Elimination of waste. The company offers challenging work environment with opportunities to develop and be motivated. You are welcome to the workplace that takes care of our employees. Employees have a number of joint events, sports facilities and the opportunity to participate in a modern, international corporate culture.

Please send your CV to cv@scania.lt. Only selected candidates will be informed about the next stage.

SCANIA