



Technical Helpdesk.

We are looking for a young and dynamic Technical Helpdesk candidate who will be responsible to monitor and respond to dealer requests and queries via our Helpdesk portal. Thus, the candidate will be a key member of the Aftersales Team in ensuring that key duties and other requirements are delivered effectively and efficiently.

To be successful in this role, the candidate will be responsible for technical helpdesk support. The candidate will be the go-to person for providing technical assistance and support related to vehicles, Mechanical and electrical. They will be responsible for answering queries and resolving any vehicle related issues.

Ultimately, the candidate will ensure that their area of responsibility meets and exceeds the expectations of our business objectives and contributes to the company's success in the long term.

Job Responsibilities:

- ❖ Monitor and respond quickly and effectively to requests received through the helpdesk platforms.
- ❖ Respond to dealer queries by phone and email.
- ❖ Create step-by-step training material with screenshots for Dealers.
- ❖ Provide technical assistance and support for incoming concerns and issues related to vehicles.
- ❖ Document internal procedures.
- ❖ PC proficiency (strong MS Excel, word, power point and adapt to new systems skills required).
- ❖ Maintain daily performance of dealer TAR & TS.
- ❖ Ask educated questions and listen to dealers to determine root cause of issues.
- ❖ Work through the problem-solving process with dealers, empowering them to do the same in the future.
- ❖ Run diagnostic problems to resolve problems.
- ❖ Effective communication and interpersonal skills.
- ❖ Train incoming staff.
- ❖ Report significant and recurring issues to the DSM's, Training manager and National Technical Operations Manager.
- ❖ Collect feedback to determine patterns and issues such that they can be resolved, or FAQs can be provided to customer to ease in troubleshooting.
- ❖ Assist other departments with problem solving relating to vehicles.
- ❖ Monthly & Weekly reporting to manager.
- ❖ Ad hoc responsibilities as requested by Senior Management.

Requirements:

- ❖ Qualified Technician (Motor vehicle & Auto Electrical)
- ❖ Min 5 years' experience as a motor vehicle technician.
- ❖ Diagnostic/ Master Technician is a must.
- ❖ Valid driver's license.
- ❖ Valid passport.
- ❖ Reliable transport to office and home.
- ❖ Traveling.

Skills:

- ❖ Proficient in MS Excel, Word, PPT, etc.
- ❖ Good verbal and written skills
- ❖ Good time management and ability to work under pressure.
- ❖ Good presentation and reporting skills.



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