


**SERVICE MANAGER (HINO)**
**LOCATION: WINDHOEK**

## KEY PERFORMANCE AREA:

- Establish staff requirements with the Dealer Principal and adhere to recruitment processes as per Indongo Automotive Standard Operating Procedures.
- Conduct staff performance appraisals and ensure appropriate action is taken upon outcome.
- Identify training needs, initiate suitable training with TSAM and Group requirements.
- Provide strategic leadership and oversee all aspects of the workshop, ensuring optimal performance.
- Ensure compliance with TSAM franchise and Indongo Automotive standards.
- Responsible to manage leave, incentives and overtime payments due effectively.
- Manage the technical quality of work performed.
- Monitor CE ratings against targets and develop and implement action plans.
- Responsible to manage all customer complaints and resolve as per Standard Operating Procedures.
- Monitor comebacks and ensure corrective action is taken and communicated
- Drive awareness and sales of extended warranty and service plan products to enhance customer value and retention.
- Manage all administrative functions, and service working capital utilization.
- Responsible for coordinating daily operations and leading a high-performing team.

## COMPETENCIES/SKILLS:

- Leading and Supervising
- Technical & Product Expertise
- Organized, coping well under pressure.
- Customer Service Orientated
- Teamwork & Collaboration.
- Delivering Results and meet customer expectations.

## EXPERIENCE & QUALIFICATIONS

- Grade 12
- Valid Driver's license.
- 5 Years working experience in a Technical or Service environment of which 3 should have been at management level.
- Hino/Toyota franchise experience will be an added advantage.
- Namibian Citizen.
- Proven track record of excellent diagnostic and technical skills and experience.

**Candidates meeting the requirements as per advertisement may apply. Previously disadvantaged and persons with disabilities are encouraged to apply.**

**CLOSING DATE: 16 NOVEMBER 2026**

Kindly submit your application to: https://tinyurl.com/3yewf8vy

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