**Terms of Reference for the Dy. Manager-, Toyota SPARES PARTS, STCBL**

**Designation :**Dy. Manager (Customer Relationship)

Location :Thimphu, Bhutan

Employment status :Regular

Position Level :M1/8

**Background**

The Deputy Manager will serve as a Customer Relationship Manager (CRM), focusing on building and maintaining strong relationships with customers. This role involves understanding customer needs, resolving issues, and improving customer satisfaction to enhance loyalty and retention. The Deputy Manager is responsible for overseeing daily business operations and transactions related to Toyota spare parts and will work to establish strong relationships with business partners. Additionally, it will uphold the values and practices of STCB as a whole. The Deputy Manager will supervise the support staff and serve as a liaison between the head of the Division and the support staff. In the absence of the Manager, the Deputy Manager will assume the role of Manager and also take on administrative responsibilities.

**Duties and Responsibilities:** *the following are responsibilities of the Dy. Manager.*

* Act as the primary point of contact for customer inquiries and concerns.
* Ensure customer satisfaction with products, services, and overall experience.
* Proactively identify and resolve customer issues and complaints.
* Communicate effectively with customers via various channels (phone, email, in-person).
* Collaborate with sales, marketing, and service teams to improve customer experience.
* Implement upselling, cross-selling and end-selling strategies to increase revenue.
* Analyze customer and spare data to identify trends and areas for improvement.
* Prepare reports and presentations to share insights with management and stakeholders
* Monitor competitor activities and adapt strategies accordingly.
* Stay up-to-date on industry trends and best practices.
* Prepare the spare parts order using the TMC and TTAP systems.
* Ensure that the Sales Loss Register is updated by the Sales Executive and utilized during order planning.
* Prepare the monthly order after discussion with the HoD
* Plan the spare parts for stocking purpose in line with the Stocking Policy including the service center’s requirements.
* Ensure that the dead stock is segregated regularly and disposed off in line with Dead Stock Policy.
* Ensure timely recovery of trade receivables from the customer.
* Ensure that the business targets for Toyota Spares are achieved.
* Assist the Head of Department in developing policies and strategies to improve the spare parts business.
* Prepare reports to submit on time as required by management and the principal company.
* Ensure that any claims from the principal company are lodged and is received within reasonable time.
* Oversee and be accountable for day-to-day affairs of spares unit.
* Resolve audit issues if any which pertains to the unit.

**Competencies**

*Functional Competencies:*

Building Strategic Partnerships

• Displays initiative, sets challenging outputs, and willingly accepts new work assignments;

• Takes responsibility for achieving agreed outputs within set deadlines and strives until successful outputs are achieved;

• Promotes STCB’s agenda in inter-agency meetings and nationwide among customers

• Make case for innovative ideas, documenting successes and building them into the design of new approaches.

**Job Knowledge/Technical Expertise**

* Serves as internal consultant in the area of expertise and shares knowledge among peers and support staff.
* Continue to seek new and improved methods and systems for accomplishing the work of the unit.
* Medium level of Inventory management knowledge such as, stocking, disposal and ordering process.
* Medium level of Warehouse management knowledge, such as, leveling, identification of bins, arrangements of stocks, etc.
* Keep abreast of new developments in area of professional discipline and job knowledge and seek to develop professionally;
* Demonstrate comprehensive knowledge of ERP system and applies it in work assignments.