



HEAD OF TECHNICAL AND COMMERCIAL SERVICES

Reporting to the Director General, this position will oversee the designing, controlling, and managing the technical process and operational integrity of technological services provided by the Association. The position will be in charge of Driving School, Rescue Services, Motor vehicle Valuation and Inspection, Technical Training, Motor vehicle Maintenance, and Tours and Licensing.

We are looking for a highly motivated and forward-thinking person to lead our Technical and Commercial Services team and ensure smooth running of all aspects of technical operations. He should be a critical thinker with a proven record of success in expanding the organizational objectives and exceeding business goals.

Key responsibilities

1. Develop a short and long term value based business strategy:

- Drive the development and implementation of the strategy for the department to ensure that it aligns with the overall strategy of the Association.
- Maximize profitability across the current and future products, and channel portfolios.

2. Quality assurance and service delivery

- Maintain and ensure compliance with the established QMS documentation in the technical department.
- Ensure compliance with all company policies and procedures when performing job duties
- Provide specifications for spare parts and vehicles for procurement purposes.
- Develop and implement fleet management plan for all AA vehicles.
- Advise on disposal of obsolete fleet.
- Participate in the procurement of services and ensure AA appointed service providers meet the required standards.
- Represent AA in external motoring fora.

3. Financial and Process improvement

- Prepare and implement budget for technical operations in order to achieve set objectives.
- By means of statistical metrics, assess the business performance of the Association and proffer recommendations that will add value to the Association's bottom line.
- Ensure that all operations are coordinated and completed within set deadline and available budget.
- Prepare weekly, monthly and quarterly Departmental reports to the Director General for decision making.
- Prepare and review of motor vehicles running cost schedule.
- Negotiating service contracts with suppliers and ensuring their profitability.

4. Customer service

- Build and maintain good working relationships with clients and partners in order to maximize patronage.
- Maintain up-to-date knowledge of technical processes, functions and requirements and advice members on motoring matters.
- Provide marketing support on product development.
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- Research and analyse Engineering Trends in the Motor Industry to ensure that AA is abreast with modern technologies.
- Oversee the development of the annual technical training calendar.

5. Performance Management

- Oversee and coordinate the activities of technical team.
- Set objectives for technical team as well as implement action plans necessary for achieving set targets.
- Ensure the provision of technical equipment and materials required for operations.
- Supervise, mentor, coach and develop direct reports.
- Ensure safety within our operations by minimizing operational risks.
- Handle all accident cases involving AA Vehicles.
- Manage performance and conduct annual staff appraisals and assessments to determine staff training needs.

Minimum job requirements:

For appointment to this position one must have:

- Bachelor's degree in Automotive/Mechanical Engineering.

- Registered Engineer (EBK)
- Membership of IEK.
- At least 5 years' experience in senior Business Development positions or equivalent.
- Excellent leadership and negotiation skills.
- Budgeting skills.
- Good presentation and communication skills.
- Must demonstrate proficiency in Microsoft Office
- Must have exceptional verbal and written communication skills.
- Research and project management skills.
- Excellent time management skills

Apply by 31st March 2018, to directorgeneral@aakenya.co.ke