

Gordon Hegarty & Sons Ltd. has been associated with the best machinery brands for more than 50 years. The company has an exclusive franchise for all Massey Ferguson products in Carlow, Kilkenny and Kildare. It has also held the Kverneland franchise for many decades and has been a dealer for Hi-Spec, Strautmann, Rauch and Broughan Trailers since the early days, selling and servicing all manner of agricultural machinery.

We currently have the following position available at our Tullow Branch

Job title: Aftersales Manager

Due to significant growth over the last few years and with the opening of a new Workshop in 2026, we are looking to recruit an After Sales Manager. The successful candidate will oversee the Service and Parts Teams across all three sites, ensuring the highest standards of customer service, operational efficiency, and sales performance.

Key Responsibilities will include

Team Management

- Lead and manage the Service and Parts Teams across all three sites.
- Conduct regular team meetings to communicate goals, updates, and feedback.
- Implement training programs to enhance team skills and product knowledge.

Customer Service

- Ensure exceptional customer service is delivered by all team members.
- Address customer inquiries, complaints, and feedback promptly and effectively.
- Develop strategies to improve customer satisfaction and loyalty.

Parts Management

- Oversee inventory management of parts to ensure optimal stock levels.
- Work closely with suppliers to negotiate pricing and delivery terms.
- Implement an efficient parts ordering and distribution process.

Service Operations

- Monitor service operations to ensure timely and quality repairs and maintenance.
- Develop and implement standard operating procedures for service delivery.
- Analyze service performance metrics and implement improvements as needed.

Sales Performance

- Collaborate with the Managing Director and the sales team to promote after-sales services and parts.
- Set sales targets for the Parts and Service Teams and monitor performance.
- Develop promotional strategies to increase parts and service sales.

Reporting and Administration

- Prepare regular reports on service and parts performance for senior management.
- Maintain accurate records of customer interactions and transactions.
- Ensure compliance with health and safety regulations within the service areas.
- Ensure that all sites are adhering to agreed Credit Policies and Payment Terms

Qualifications

Education

- Bachelor's degree in Business Administration, Management, or a related field (not essential but preferred).

Experience

- Minimum 5 years of experience in after-sales service management, preferably in the agricultural machinery sector or Motor Industry.

- Proven track record in managing teams across multiple locations.

Skills

- Strong leadership and team management skills.
- Excellent communication and interpersonal abilities.
- Proficient in inventory management and sales tracking software.
- Analytical mindset with a focus on performance improvement.

Personal Attributes

- Customer-focused with a passion for service excellence.
- Ability to thrive in a fast-paced and dynamic environment.
- Strong problem-solving skills and decision-making capabilities.

Benefits

- Competitive salary and performance-based bonuses.
- Opportunities for professional development and training.
- Travel allowances.