



**ODPOWIEDZIALNY
PRACODAWCA 2024**

MAN Truck & Bus Polska Sp. z o.o.

MAN Truck & Bus Polska has been present on the Polish market for over 30 years.

In addition to selling new trucks, vans, used vehicles and MAN and Neoplan brands buses, it also offers after-sales service - repairs, maintenance, sales of original spare parts, as well as service contracts, the Assistance Mobile 24 service and the MAN Telematics® fleet management system.

The MAN Academy offers a wide range of technical training courses for mechanics and MAN ProfiDrive® economic driving training for drivers.

What makes us different?

A friendly work environment based on cooperation and knowledge sharing.

Work in a unique place with a supportive organizational culture focused on continuous development of competences and participation in projects implementing innovations. At the moment, we are launching recruitment for the position of:

MAN International Trainee Programme

Localisation: Wolica, plus foreign exchange – max. 90 days

Hybrid work, full time

Project timing inc. cooperation for ca. 15 months period, including:

- ✓ **mentoring- home job swaps activities (incl. job shadowing in different organisational parts), 4 x 3 months each**
- ✓ **international assignment – max. 90 days**
- ✓ **diverse trainee activities – agile, Academy training, digital trainee papers, workshops etc.**
- ✓ **central onboarding and graduation days**

YOUR TASKS FOR IMPROVING CUSTOMER SATISFACTION:

1. All-in-one database management
Everything about Customers and vehicles in one place for easy access

WHY does it matter?

- ✓ to see which Customers bring the most value and adjust tailored services for them
- ✓ to make smarter choices and use data to decide on discounts for cars and services
- ✓ to analyze Customer data to find areas for development

2. Operational efficiency approach

WHY does it matter?

- ✓ to handle complaints well and offer goodwill gestures
- ✓ to make sure complaint system is linked to HQ
- ✓ to improve cooperation between workshops and HQ

Detailed local projects' tasks

1. Comprehensive Data Management
 - ✓ Unified Database: Having a single database for Customers and vehicles ensures that all relevant information is stored in one place, making it easier to access and manage
 - ✓ Turnover and Earnings Tracking: By tracking turnover and earnings per Customer, businesses can identify their most valuable Customers and tailor their services accordingly.
2. Enhanced Decision – Making

- ✓ Informed Business Decisions: Access to detailed data allows for better decision-making regarding discounts on vehicles and services. For example, high-value Customers might receive special offers to encourage loyalty.
- ✓ Customer Potential Analysis: Analyzing Customer data helps in identifying potential growth opportunities and areas where the business can expand its services.
- 3. Improved Customer Service
 - ✓ Complaint Management: A locally installed Customer complaint system that is connected to HQ ensures that issues are addressed promptly and efficiently. This leads to higher Customer satisfaction.
 - ✓ Personalized Service: With detailed Customer data, workshops can offer personalized services, enhancing the overall Customer experience.
- 4. Operational Efficiency
 - ✓ Streamlined Processes: Centralized data management reduces redundancy and streamlines processes, saving time and resources.
 - ✓ Better Coordination: Connecting local workshops with HQ ensures better coordination and communication, leading to more consistent service delivery.
- 5. Strategic Advantages
 - ✓ Goodwill Management: By effectively managing Customer complaints and offering goodwill gestures, businesses can build a positive reputation and foster long-term relationships with Customers.
 - ✓ Competitive Edge: Access to comprehensive data and the ability to make informed decisions can provide a competitive edge in the market.

OUR REQUIREMENTS:

- ✓ Master graduates, technical field of study
- ✓ focus strategical working area: automization, digitalization, zero emission
- ✓ very good self organization
- ✓ willingness to project management development in fast paced environments
- ✓ communicativeness, team work approach
- ✓ strong motivation and customer orientation
- ✓ communicative knowledge of English is a must
- ✓ driving license cat. B

QR to apply

