

## Implementation Manager Retail Support

### Why would you like to work for WESP bv?

WESP BV is a young and ambitious Dutch company with a unique position in the automotive industry. With its roots and HQ in the beautiful city of 's-Hertogenbosch, WESP conquers the European market with unique business intelligence tools and an enthusiastic team of more than 25 professionals. WESP is characterized by a flat organization with an open and driven culture. Creating value for its customers is central to everyone within the organization. To further boost its continuous growth, WESP is now looking for an experienced Implementation Manager for its retail segment. The ideal candidate combines a hands-on mentality with leading a team of consultants.

### What does WESP bv do?

At WESP, we believe in data-driven decision-making. To achieve this, WESP has developed unique business intelligence tools to collect, clean, standardize, and enrich retail market data for the automotive aftermarket. Our software applications transform heterogeneous workshop data into harmonized market information in line with industry standards, providing business insights, benchmarks, and data-driven decision-making.

Through a network of over 2300 European workshops, WESP continuously collects after-sales market data. We receive repair information from workshops every week, encompassing parts information from more than 50 million invoices.

WESP's data-driven dashboards, data deliveries, and APIs offer support to garages, wholesalers, and parts manufacturers in their daily operations, enabling them to continually improve their performance.

### Are you our Implementation Manager Retail Support? If you meet the following job description you might!

We are looking for an implementation manager who takes care of the correct implementation of retail projects in an international market. That is, hands-on implementation of WESP solutions for the retail market. In addition to the actual execution of implementations, you plan and organize the projects and form the bridge between sales and operations. You are process-driven and work systematically. Of course, you are in close contact with the customer. You take the customer by the hand and ensure that both the internal organization and the customer have full focus on the successful completion of the project. The ideal candidate has at least five years of experience in the Independent Aftermarket (IAM) and is familiar with the retail side of our industry. You are a doer, but you also have an eye for the bigger picture. After all, in addition to the actual implementation of projects, you are also responsible for managing about 12 consultants. All in all, a very challenging and crucial role in a fast-growing and ambitious organization.

## Responsibilities

- Takes care of project management in the implementation of projects.
- Directs both the internal organization and the customer in the successful realization of projects.
- Is both client and discussion partner of customer support in the implementation of retail projects.
- Gets things moving and constantly ensures that everyone is focused on successful implementation within the set time frame.
- Ensures that all the necessary information for the correct implementation of a project is present. This includes legal matters, financial matters and prices.
- Writes and manages implementation plans.
- Manages customer expectations and retrieves customer feedback.
- Checks whether the customer has sufficient knowledge and, if desired, plans training courses from WESP.
- Takes the lead when there are issues related to the implementation of projects and is in close contact with the project team and the sales manager.
- Manages the department of consultants. Organizing, motivating and coaching are part of this task.
- Is member of the Management Team.

You are the spider in the web when it comes to successful implementation of projects. You will report to the Director of Business Development.

## Qualifications

- Has minimum of 5 years of experience in the Independent Aftermarket (IAM) within the Automotive Parts industry.
- Is disciplined and good at planning and organizing.
- Has energy and a pro-active attitude, sets things in motion.
- Is customer- and result-oriented.
- Is problem analytical and decisive.
- Has management and coaching skills.
- Has the sensitivity to bring people together and work towards the set common goal.
- Fluent in English is required. Proficiency in German and French is considered an advantage.

## Additional Information

- Of course, this position comes with good primary and secondary employment conditions.
- WESP is an inclusive organization that welcomes individuals from all backgrounds and cultures to be a part of our success. We believe in diversity and inclusion and encourage applications from candidates of diverse backgrounds.



If you are the person we are looking for and meet the qualifications outlined above, we invite you to apply for this challenging position. You can contact Jacco Aartsen Tuijn (+316-23692082) for further information or to submit your application to: [jacco@aartsentuijn.nl](mailto:jacco@aartsentuijn.nl).