

TASK DESIGNATION: Trainer
DEPARTMENT: Aftermarket Sustainability (AMS)
DIVISION/PILLAR: Integrated Services & Solutions Deployment (ISSD)
REPORTING TO: Head of Department, Aftermarket Sustainability
TASK DESCRIPTION
1. Develop, adapt, customize and deliver training modules based on program objectives and requirements. 2. Conduct interactive training sessions, workshops, and practical assessments, including roleplays, to enhance participants' knowledge, skills, and practical application. 3. Evaluate participants' competencies and provide actionable guidance to support improvements in dealership sales performance. 4. Prepare and submit training evaluation reports and all required documentation upon completion of each training session, in accordance with MARii's requirements.
COMPETENCIES
• Possess a Bachelor's Degree in Business Administration, Management, Operations Management, Engineering, Science, Automotive Management, or related fields, with a minimum of three (3) years of relevant working experience. • Certified as a Train-the-Trainer (TTT) / HRD Corp Trainer with valid certification. • Possess professional certification or relevant training in Leadership, Professional Selling, Marketing, Coaching and Executive Management would be an added advantage. • Strong practical knowledge and hands-on experience in automotive dealership management, sales operations, and direct automotive direct sales cycles (e.g., premium/mass-market brands). • Proven experience in automotive sales turnaround, dealership P&L management, CRM and lead management, trade-in processes, and customer service excellence. • Good understanding of key automotive business functions, including Sales & Aftersales, Marketing, Human Resources, Finance, and ESG. • Experience in developing and delivering sales training programmes for Sales Advisors (SA) and Sales Managers (SM). • Excellence presentation, facilitation, coaching, and interpersonal communication skills. • Strong problem-solving, analytical, and critical thinking skills to effectively guide and coach sales personnel.

- Strong organisational and time management skills, with good attention to detail.
- Multilingual capability to facilitate effective training delivery to diverse dealership teams.
- Proficient in using digital learning platforms and presentation tools to support interactive training delivery.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and digital presentation tools.