

FRONTLINE TECHNICAL SUPPORT EXECUTIVE

Reports to: Lubricants Sales Manager

Department: Lubricants

Duty Station: Office & Field-Based

Job Summary

The Frontline Technical Support Executive is responsible for strengthening lubricants technical capability across retail sites and indirect channel mechanics. The role drives service excellence by improving staff competency, ensuring proper use of equipment, enforcing service processes, and resolving customer technical issues. This position requires strong technical knowledge, field presence, and the ability to translate complex lubrication concepts into practical, actionable guidance for frontline teams.

Key Deliverables

1. Drive retail lubricants service excellence through capability building, maintenance oversight, and promotion of correct product usage.
2. Provide first-level technical support to Retail, B2C, and indirect channel teams, ensuring accurate and timely resolution of customer issues.
3. Lead mechanics accreditation programs and ensure the right competencies are deployed across the network.
4. Monitor the functionality of lube bay equipment and ensure all tools remain fit for use across the network.
5. Support mechanics' training and reinforce Shell lubricants' value propositions to drive brand advocacy.
6. Enforce minimum stocking requirements to guarantee product availability and customer satisfaction.
7. Ensure consistent implementation of service processes at lube bays and MotorCare Express service points.
8. Conduct periodic field performance diagnostics to identify lubrication gaps and recommend targeted technical interventions.
9. Collaborate with marketing and sales teams to support technical-driven campaigns and customer education engagements.

Expected Output

- Improved lubricant service quality and customer experience.
- Increased technical competency among retail mechanics, oil specialists, and site staff.
- Fully functional and well-maintained lube bay equipment across all sites.
- Strong alignment between technical support and sales growth targets.
- Enhanced product recommendation accuracy and reduced technical claims.
- Stronger retention of mechanics and improved technical talent pipeline.

Qualifications

- Bachelor's degree in mechanical engineering or related field.
- Additional training in lubrication technology is an added advantage



Experience

- Minimum 1 year experience in frontline sales or technical support.
- Field experience with mechanics or lubricants preferred.

Competencies

- Strong technical understanding of lubricants and equipment.
- Excellent communication and training facilitation skills.
- Ability to simplify complex technical concepts for non-technical audiences.
- Problem solving and diagnostic capability.
- Strong stakeholder influence skills, especially with mechanics and retail contractors.
- Ability to manage multiple field assignments with minimal supervision.

Working Environment

Highly field-based, requiring frequent interaction with retail mechanics, site staff, customers, and distributors, travel up to 50% of the time

Performance Metrics

- Mechanics accreditation completion rates.
- Reduction in technical complaints and customer escalations.
- Lube bay equipment uptime and maintenance compliance.
- Training coverage and competency improvements.
- Technical support contribution to lubricant sales growth.
- Quality and timeliness of technical reports and field insights.